

# DIONNE MCCAULEY

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## PROFESSIONAL SUMMARY

I am a motivated and results-driven business graduate student with a solid foundation in retail management and operations. With over 14 years of experience as a store manager, I have grown my skills in team leadership, customer service excellence, and strategic planning. My academic pursuits in business have deepened my understanding of market dynamics, financial analysis, and organisational behaviour, equipping me with a comprehensive skill set to tackle complex business challenges. I am passionate about leveraging my practical experience and academic knowledge to drive growth and innovation in dynamic business environments.

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## WORK HISTORY

**Store manager, 07/2019 to 12/2019**

**Claire's Accessories - Burnley**

- Completed opening and closing procedures each day.
- Assisted in recruiting, hiring and onboarding store staff.
- Provided excellent customer care through prompt complaint resolution and quality of service.
- Analysed daily and weekly sales results and maintained ongoing, productive dialogue with area manager and peers on sales performance.
- Store merchandising
- Challenged and inspired team members to achieve business results.
- Profit and loss monitoring
- Organising weekly rotas
- Ear piercing
- Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.

**Store manager, 08/2008 to 07/2019**

**The Works Stores LTD - Blackburn**

- Being accountable for the store and leading a team of up to twelve employees.
  - Analysed daily and weekly sales results and maintained ongoing, productive dialogue with area manager and peers on sales performance.
  - Implementing strategies to encourage employee motivation and ensure all sales and KPI's were met.
  - HR admin duties including recruitment and people management.
  - Responsible for organising the stores rotas, sickness and annual leave.
  - Accountable for the stores profit and loss performance
  - Processing weekly orders for the store
  - Merchandising of the store on a daily basis
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## CONTACT

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**Nationality:** British

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## SKILLS

- Customer Service
  - Team Leadership
  - Relationship Management
  - Inventory management
  - Performance Management
  - Retail sales
  - Employee training
  - Operational planning
  - Business development strategy
  - Hiring and training
  - Exceptional leader
  - Recruiting and interviewing
  - Promotional campaigns
  - Marketing strategy development
  - Self motivated
  - Financial Forecasting
  - Promotional activity analysis
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## EDUCATION

**Bachelors Honours, Business with Management - TBC, 09/2023 to 05/2024**

**Blackburn College University Centre** - Blackburn

During my final year at University i completed eight modules relating to business and business management these included;

- HR people management
- Business strategy
- Contemporary and global leadership
- Managing a business project
- Research Strategies and
- Management and leadership
- Business Ethics and sustainability
- Applied Management

Although my knowledge has been expanded within these areas and I have learnt many new academic and corporate transferable skills that I can now put to use within my future career, it was found the key areas of interest for myself were HR people management and The Business projects including research strategies, I really enjoyed these modules and found that these were my key strengths throughout the year and these were the modules that I received the highest grades in.

**Pearson BTEC Level 5 Higher Nation Diploma, Business - Merit, 09/2022 to 07/2023**

**Blackburn College University Centre** - Blackburn

Units studied:

- Business and the Business Environment
- Marketing Processes and Planning
- Human Resource Management
- Leadership and Management
- Accounting Principles
- Managing a successful Business Project
- Business Law
- Digital businesses in Practice
- Research Project
- Organisational Behaviour
- Business Strategy
- Developing Individuals. Teams and Organisations
- Human Resources- Values and Contributions to Organisational Success
- Planning Social Media Campaigns
- Tapping into new and International markets.

**Pearson BTEC Level 4 Higher National Certificate, Business - Pass, 09/2021 to 07/2022**

**Blackburn College University Centre** - Blackburn

Units studies:

- Business and the Business Environment
- Marketing Processes and Planning
- Human Resource Management
- Leadership and Management
- Accounting Principles

- Managing a Successful Business Project
- Business Law
- Digital Business in Practice

**EDI Level 2 NVQ in Retail Skills , Retail, 01/2008 to 12/2008**

**Education Development International** - Lancashire

**EDI Level 2 certificate in Retail Operations , Retail - Pass, 04/2008**

**Education Development International** - Lancashire

**High School GCSE Results, Education - Pass, 05/2006**

**EDEXCEL** - Lancashire

- English Grade c
- Maths Grade C
- Science Double Award Grade Pass
- Health and Social Care Double Award Grade C
- Performing Arts BTEC Award Level 2 Grade Pass
- History Grade Pass
- Religious Studies Grade Pass
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## HOBBIES AND INTEREST

- I enjoy spending time with my children going for long walks and enjoying family days out.
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