

Professional Summary

Dynamic and performance-driven Retail Store Manager with over 8 years of experience directing high-volume operations, optimizing inventory, and cultivating top-performing sales teams. Proven track record of exceeding revenue targets by up to 15%, reducing shrinkage by 14%, and maintaining a 94% customer satisfaction rating. Expert in visual merchandising, P&L management, and brand execution.

Certifications & Licenses

- Certified Retail Manager (CRM)**  
Retail Association Group (2024)
- Loss Prevention Certified (LPC)**  
Loss Prevention Foundation (2022)
- ServSafe Manager Certification**  
National Restaurant Association (2021)
- First Aid/CPR/AED Certification**  
American Red Cross (2023)

Key Areas of Expertise

- Store Operations:** P&L Management, Shift Scheduling, Facilities Maintenance
- Inventory Control:** Merchandising, Vendor Liaison, Auditing & Loss Prevention
- Team Development:** Staff Recruitment, Customer Service Training, Sales Coaching
- Retail Tech:** NexaPOS, Oracle Retail, Salesforce CRM, Advanced Excel

Professional Experience

Nexa Retail Group

Store Manager

Chicago, IL  
Oct 2022 – Present

- Direct all daily operations, budget management, and P&L accountability for a flagship location generating \$4.2M in annual sales.
- Recruited, trained, and managed a team of 28 associates, achieving a 22% improvement in team retention over 18 months.
- Redesigned product placement and implemented NexaPOS analytics tools, driving an 18% increase in high-margin category sales.
- Reduced inventory shrinkage from 2.4% to 1.0% through robust auditing, staff training, and loss-prevention audits.

Vertex Outlets

Assistant Store Manager

Naperville, IL  
Jun 2019 – Sep 2022

- Managed floor sales, merchandising displays, and logistics for a team of 15 retail sales representatives.
- Oversaw inventory cycles, resolving discrepancy errors to achieve a 99.8% stock-count accuracy rate.
- Pioneered a loyalty card program that enrolled 1,200+ new members, boosting repeat customer visits by 15%.

Synapse Markets

Shift Supervisor

Aurora, IL  
Jan 2017 – May 2019

- Led opening/closing procedures, cash handling, and safe reconciliation for shifts of 8–10 staff members.
- Resolved customer service escalations, improving shop-floor problem resolution speed by 30%.
- Spearheaded an internal waste-reduction initiative that decreased product waste by 12% in fresh foods.

Education

Meridian University

Bachelor of Science in Business Administration  
Specialization in Retail Operations & Marketing

Chicago, IL  
2013 – 2017