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## Profile

Organized store manager with 7+ years' experience managing large teams in successful retail outlets. Proven track record for motivating employees to provide outstanding customer service and building an inspiring and inclusive working environment. Strong knowledge of all necessary procedures for running a store, including opening and closing, product marketing, and colleague recruitment.

## Professional Experience

### **Store Manager, GameStop, San Francisco, CA, October 2016 - Present**

- Set and meet ambitious profitability targets and motivate team members to achieve challenging goals – increasing net sales by 15% each quarter
- Carry out payroll and bookkeeping tasks
- Organize monthly professional development program for employees and deliver training sessions and mentoring to ensure excellent customer service and sales
- Negotiate with vendors to ensure maximum profitability for the company, with over a 3% decrease in wholesale price each year
- Generate exciting promotions and events to drive sales and brand loyalty

### **Store Manager, Footlocker, San Francisco, CA, September 2012 - October 2016**

- Maintained excellent standards for recruiting and training new staff members
- Delivered outstanding customer service and resolved problems politely and promptly
- Sourced innovative new products to diversify the store's stock and increase sales revenue
- Developed store loyalty scheme to encourage repeat custom

## Education

### **Bachelor of Science in Management**

*University of San Francisco School of Management, San Francisco, CA, September 2008 - June 2012*

Coursework completed:

- Accounting
- Entrepreneurship and Innovation
- Management
- Marketing

## Key Skills

- Clear communication style
- Marketing and displays
- Successful negotiating with vendors
- Payroll and bookkeeping
- Creating and developing inspiring professional development schemes
- Recruitment
- Inventory management
- Experience of lone working
- Flexible working style
- Business generation