

James Steinbeck

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Organized retail manager with 2 years of experience. Exceeded sales forecasts by 15% every quarter in current position and achieved a 30% increase in customer satisfaction. Knowledgeable of retail market trends and customer savvy.

Education

Bachelor of Science, Retail Management

University of Central Florida,
Orlando, FL
September 2012 - June 2016

Master of Business Administration

University of Central Florida,
Orlando, FL
September 2016 - June 2018

Key Skills

- Organization
- Leadership
- Communication and negotiation
- Operations Management
- MS Office
- POS Systems
- Sales Training and Team Building

Professional Experience

Retail Manager

Central Elements Clothing Store, Orlando, FL | July 2018 - Present

- Prepare daily work reports and schedules for over 30 employees
- Track and analyze sales and customer trends in order to maximize growth
- Introduced online sales system in 2019 that increased customer sales by 20%
- Created a mystery shopper system in 2019 that led to an increase in employee and customer satisfaction
- Communicate with clients to find out which product lines they would like to be stocked by the store
- Schedule deliveries
- Enforce company policies
- Communicate with key suppliers and seek out new suppliers
- Recruit and train new employees
- Introduced new green retailing strategies in January 2020