

Justine Bello

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PROFILE

Enthusiastic and customer-centered assistant manager with 9+ years of experience in the retail sector. A proven track record for creating a consistently excellent customer experience and building high-performing sales teams.

PROFESSIONAL EXPERIENCE

Assistant Manager

PMB Clothing, Tampa, FL | September 2015 - Present

- Created a new customer loyalty program that has increased sales by 35% and customer satisfaction by 27%
- Hire and train a team of sales representatives
- Sort out customer complaints and ensure that customers are satisfied with the level of service offered
- Ensure that all sales representatives follow company policies and protocols
- Confirm that the displays and clothing racks are organized
- Devise strategies to increase customer sales

Assistant Manager

Nationwide Pools, Tampa, FL | September 2011 - August 2015

- Met and exceeded weekly sales goals by between 30 and 35%
- Ensured that customers were happy with the service provided and initiated follow-up calls to ensure customer satisfaction
- Hired and trained new sales representatives
- Promoted customer loyal and increased sales by friendly and knowledgeable service
- Oversaw day-to-day business operations on the sales floor
- Assisted in booking installation and delivery teams for customers
- Ensured that sales representatives followed company policies and protocols
- Named employee of the month on numerous occasions

EDUCATION

Bachelor of Science in Retail Management

The University of Tampa, Tampa, FL
September 2007 - July 2011

KEY SKILLS

- Punctual
- Team Leader
- Organized
- Client Services
- Customer Relations
- Budgeting
- Lead Conversion
- Team Training
- Business Planning
- Relationship Building
- Fluent in English and Spanish
- Process Improvement'
- Business Development