

KEVIN COSTELLO

Retail Manager
Philadelphia, PA 12345
kevcostello@youremail.com
(123) 456-7890
[LinkedIn](#)

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KYLE SMITH

Hiring Manager
Best Buy
(987) 654-3210
kylesmith@bestbuy.com

Dear Mr. Smith,

As a retail manager at Walmart, I managed profit and loss (P&L) valued at over \$5 million and led strategic initiatives to improve sales best practices for team members. These efforts generated a 10% increase in sales revenue over two years. I hope to bring the same level of success to Best Buy as a retail manager with your company.

Best Buy's reputation in driving customer satisfaction strongly aligns with my professional background. In my previous role, I spearheaded numerous initiatives to improve the customer experience and increase store key performance indicators (KPIs). I'm confident I can enhance the effectiveness of your organization's practices based on the following achievements from my career:

- Oversaw six department managers and managed 50 retail sales workers and operations staff, defined workflows, and determined resource allocation to ensure optimal staffing
- Enhanced training processes across all teams and departments to improve the customer experience, resulting in a 20% increase in customer satisfaction survey scores
- Managed inventory valued at \$2.5 million and conducted sales forecasting to maintain product stock based on projections

I would like to schedule an interview to provide more insights regarding how my retail management experience can help drive customer success for Best Buy. Feel free to contact me with any questions you may have at your convenience. Thank you for your time and consideration.

Sincerely,

(Insert Signature Here)

KEVIN COSTELLO