

# Jessica Alvarez

123 Your Street, New York, NY 12345  
jessicaalvarez@example.com  
(123) 456-7890

An Assistant Store Manager with four years of experience, specializing in team management, retail sales, product merchandising, and customer service. A proven track record of providing coaching and mentorship to team members to improve sales performance. Adept at identifying opportunities to enhance operational efficiency and employee engagement.

## Education

Bachelor of Science (B.S.)  
Business Administration  
Columbia University, New York, NY  
September 2013 - May 2017

## Key Skills

- Retail Sales
- Team Management
- Visual Merchandising
- Staff Training
- Customer Service

## Professional Experience

Assistant Store Manager  
Verizon, New York, NY | May 2018 – Present

- Manage all daily functions of retail operations with the store manager, including visual merchandising for new products, inventory forecasting, and sales reporting
- Lead a team of eight sales associates, define workflows, provide coaching to improve sales performance, and build a high-performance work culture, resulting in a top five district ranking for sales volume
- Deliver training to team members on telecommunication products, customer service best practices, and consultative selling
- Support the store manager throughout the hiring process, including screening applicants, conducting interviews, and coordinating onboarding activities

Sales Associate  
Verizon, New York, NY | May 2017 – May 2018

- Conducted sales for mobile devices, phone plans, and internet service packages for customers and achieved 140% of the annual sales quota
- Provided support for team members during the sales process, including answering questions on rates, discounts, and phone plans