

Retail Store Manager

(555) 010-0000 · you@example.com · City, ST · linkedin.com/in/your-name

SUMMARY

Performance-focused retail store manager with eight years running specialty and big-box locations, accountable for sales, shrink, payroll, and merchandising, with a record of comp growth and reduced inventory loss.

EXPERIENCE

Store Manager, Specialty Retail Chain

2021 – Present

City, ST

- Managed a \$6.2M-volume store, delivering 9% comparable sales growth over the prior year.
- Reduced shrink from 2.4% to 1.1% of sales through tightened receiving audits and a coaching-based LP program.
- Controlled a \$640K annual payroll budget, holding labor to 11% of sales without missing coverage.
- Raised conversion from 24% to 31% by retraining staff on greeting, fitting-room service, and add-on selling.
- Maintained 100% planogram and visual-merchandising compliance across monthly corporate resets.
- Hired, onboarded, and developed a 28-person team, promoting four associates to keyholder or supervisor.
- Lifted units per transaction from 1.8 to 2.3 by launching a daily add-on and loyalty-enrollment goal.
- Resolved escalated customer issues and managed the cash office, deposits, and end-of-month reporting.

Assistant Store Manager, National Department Store

2017 – 2021

City, ST

- Supervised a 40-associate sales floor and owned scheduling against forecasted traffic and sales.
- Led the receiving and stockroom team, processing 2,000+ units weekly with 99% inventory accuracy.
- Ran loyalty and credit-card enrollment campaigns, exceeding the store's monthly sign-up target by 18%.
- Conducted cycle counts and shrink investigations, recovering roughly \$25K in inventory annually.
- Coached associates to clienteling targets, lifting repeat-customer sales during key promotional events.
- Opened and closed the store, managing alarm, cash, and safety procedures with no security incidents.

EDUCATION

Bachelor of Business Administration

2013 – 2017

State University — City, ST

SKILLS

Sales-driving · Shrink reduction · Payroll management · Conversion improvement · Planogram compliance-
· Hiring and development · Inventory accuracy · Scheduling · Loyalty and credit enrollment · Cash-office
management · Customer escalation · KPI reporting