



CARL NGUYEN

City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

PROFILE

A seasoned director of retail operations with an impressive track record in team leadership, financial management, and leadership. Equipped with an MBA and demonstrated competence in driving growth, reducing operational costs, and improving customer satisfaction at major retailers like Target and Amazon. Analyzes market trends, customer needs, and business insights to make strategic business decisions.

KEY SKILLS

- Advanced sales techniques
- Budgeting
- CRM
- Inventory management
- Staff training and development

PROFESSIONAL EXPERIENCE

Director of Retail Operations

Amazon, Seattle, WA | January 2018 - Present

- Led a team of over 500 employees across various retail departments ensuring smooth operations and customer satisfaction
- Developed and implemented strategic plans that resulted in a consistent 12% growth in quarterly sales for consecutive years
- Oversaw annual budgeting and financial management activities leading to a reduction of operational costs by 15% in 2023

Regional Manager

Target, Ann Arbor, MI | May 2012 - December 2017

- Managed the overall performance of 20 retail stores and achieved 10% above average sales targets for three consecutive years
- Implemented a training program in customer service which improved overall customer satisfaction rate by 20% in one year
- Introduced an efficient inventory management system that reduced warehouse storage costs by 25% in 2017

EDUCATION

Master of Business Administration (MBA) in Marketing

Michigan State University, East Lansing, MI

Bachelor of Arts in Business Administration

University of Michigan, Ann Arbor, MI | May 2015

CERTIFICATIONS

- Certified Retail Executive (CRE), Retail Industry Leaders Association (RILA), February 2020
- Loss Prevention Certified (LPC), Loss Prevention Foundation, February 2019