

# RM

# Rachel Miller

Fashion retail manager with a passion for delivering excellent customer experiences and optimizing store operations. Proven ability to lead teams in achieving sales targets and enhancing store efficiency. Strong foundation in visual merchandising and inventory management.



New York, NY



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LinkedIn | Portfolio

## KEY SKILLS

- Customer service
- Visual merchandising
- Team leadership
- Inventory management
- Sales promotions
- Staff training

## CERTIFICATIONS

- Certified Retail Operations Professional (CROP), Martec International, May 2023

## PROFESSIONAL EXPERIENCE

### ASSISTANT MANAGER | TRENDSETTERS BOUTIQUE NEW YORK, NY | JULY 2023 – PRESENT

- Supervise a team of 10 sales associates, providing training and support to improve customer service
- Collaborate with store manager to develop visual merchandising strategies, contributing to a 15% increase in foot traffic
- Monitor inventory levels and assist in placing orders to ensure optimal product availability
- Manage the implementation of seasonal promotions, driving a 10% quarterly sales increase

### SALES ASSOCIATE | URBAN THREADS NEW YORK, NY | JUNE 2022 – JUNE 2023

- Delivered personalized customer service, resulting in a 20% increase in repeat customers
- Assisted with inventory control by conducting regular stock counts and managing restocking procedures
- Supported the team with daily store operations, including cash handling, opening, and closing duties
- Collaborated with team members on executing visual merchandising displays that improved product visibility

## EDUCATION

- Bachelor of Arts (B.A.) in Fashion Merchandising  
Fashion Institute of Technology, New York, NY