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Sarah Caldwell

Retail store manager with over eight years of experience in customer service and retail operations, having worked with major retailers Walmart and Target. Proven track record of driving sales growth, improving customer satisfaction, and enhancing team productivity.

Contact



(123) 456-7890



email@example.com



LinkedIn | Portfolio



San Francisco, CA

Education

Master of Business Administration (MBA)

Stanford University, Stanford, CA

Bachelor of Arts (B.A.) in Retail Management

Michigan State University, East Lansing, MI

Key Skills

- Inventory management
- Customer service
- Visual merchandising
- Staff recruitment and training
- Sales forecasting
- Budgeting and financial management

Professional Experience

STORE MANAGER | WALMART, SAN FRANCISCO, CA
JANUARY 2018 – PRESENT

- Lead and motivate a 40-person team to consistently exceed sales targets by over 20%
- Spearheaded a service initiative that improved customer satisfaction by 25%
- Devised new inventory management system that reduced stock discrepancies by 20%
- Led store redesign and visual merchandising initiatives that increased store foot traffic by 30%

ASSISTANT STORE MANAGER | TARGET, BERKELEY, CA
JUNE 2015 – DECEMBER 2017

- Assisted in overseeing store operations, helping grow sales by over 15% annually
- Trained and supervised 20 employees, fostering a positive work environment and increasing team productivity by 15%
- Partnered with store leadership to set new visual merchandising standards, enhancing the customer experience and driving sales

Certifications

- Certified Retail Manager (CRM), Institute of Certified Professional Managers
- Certified Professional in Supply Management (CPSM), Institute for Supply Management
- Certified Professional in Retail (CPR), National Retail Federation