



# Teresa Peterson

## Retail Operations Director

### CONTACT



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LinkedIn | Portfolio



City, ST 12345

### EDUCATION

#### MBA

Michigan State University, East Lansing, MI  
August 2017

#### B.A. Business Administration

University of Michigan, Ann Arbor, MI  
May 2015

### ABOUT ME

Director of Retail Operations with an MBA and success at Amazon and Target. Expert in team leadership, financial management, and strategic planning. Delivers growth, cost reductions, and improved satisfaction through data-driven decisions.

### PROFESSIONAL EXPERIENCE

Director of Retail Operations | January 2018 - Present  
Amazon, Seattle, WA

- Lead 500+ employees, achieving 12% quarterly sales growth for three consecutive years
- Directed budgeting and cost controls to cut operational expenses by 15% in 2023
- Spearheaded a cross-functional initiative that improved order accuracy to 99.8%
- Launched a customer-feedback task force, increasing NPS by 10 points

Regional Manager | March 2012 - December 2017  
Target, Ann Arbor, MI

- Oversaw 20 stores, outperforming sales targets by 10% annually
- Developed a customer-service training program, boosting satisfaction by 20%
- Implemented an inventory system, reducing storage costs by 25%
- Mentored eight store managers, three of whom earned "Top Performer" awards