

HR

Harold Reed

Retail General Manager

General manager with 9 years of success leading multi-unit retail operations, delivering sales growth, team development, and customer-experience excellence.

PROFESSIONAL EXPERIENCE

General Manager | January 2018 - Present
FashionForward Retail | Chicago, IL

- Directed operations for 3 store locations, driving a 15% average annual sales increase
- Reduced labor costs by 10% via optimized scheduling and cross-training initiatives
- Achieved 4.8/5 customer-satisfaction rating through service-quality programs
- Mentored 12 assistant managers, 5 promoted to store-manager roles

Store Manager | June 2014 - December 2017
Urban Outfitters | Chicago, IL

- Grew store revenue by 20% over three years by tailoring assortments to local customers
- Implemented KPI tracking dashboards, cutting shrinkage by 18%
- Launched community events that increased new-customer acquisition by 12%
- Established an employee recognition program, reducing turnover from 45% to 25%

CONTACT

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 LinkedIn | Portfolio

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EDUCATION

- MBA, Retail Management
July 2014
Northwestern University, Evanston, IL
- B.A. in Business Administration
May 2012
Loyola University, Chicago, IL