

# Amber Bennett

## Retail Sales Manager

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Engaging retail sales manager with six years of experience at Macy's and Nordstrom. Adept at store operations, visual merchandising, and staff development. Increased store revenue by 25% and improved same-store sales by 10%.

## PROFESSIONAL EXPERIENCE

### Retail Sales Manager | June 2018 – Present

Macy's, Chicago, IL

- Oversaw daily store operations, driving a 25% increase in annual store revenue.
- Implemented visual merchandising updates that boosted same-store sales by 10%.
- Trained and mentored 20 sales associates, improving individual sales performance by 30%.

### Assistant Store Manager | January 2015 – May 2018

Nordstrom, Seattle, WA

- Assisted in managing store P&L, reducing operational costs by 8% through lean staffing initiatives.
- Coordinated seasonal merchandise rollouts, ensuring 99% on-time delivery and floor readiness.
- Conducted performance reviews and provided coaching, increasing staff retention by 12%.

## EDUCATION

### Bachelor of Science in Retail Management

University of Washington, Seattle, WA May 2014

## KEY SKILLS

- Store operations & P&L management
- Staff coaching & development
- Visual merchandising & floor strategy
- Inventory & shrinkage control

## CERTIFICATIONS

- Certified Retail Management Professional (CRMP), National Retail Federation (NRF) | April 2016