

# EW

# Emma White

## Retail Operations Assistant Store Manager

Results-oriented retail operations assistant store manager with 14+ years of experience driving sales performance, staff retention, and inventory excellence. Increased annual revenue by 15%, reduced employee turnover by 20% through mentorship programs, and maintained 98% inventory accuracy on \$1.5M in stock at Retail World. Recognized for building high-performing teams, optimizing store operations, and delivering consistent results across a large-format urban retail environment.

## Contact Information



(555) 000-0000



email@example.com



New York, NY

## Education

Bachelor of Science in Business Management

New York University | New York, NY | May 2010

## Key Skills

- Sales performance analysis and reporting
- Staff training, mentorship, and retention
- Inventory control and accuracy management
- Customer satisfaction improvement strategies
- Budget management and cost control
- Visual merchandising and store layout
- Loss prevention and compliance oversight
- Employee scheduling and labor optimization
- KPI tracking and performance management

## Professional Experience

ASSISTANT STORE MANAGER | RETAIL WORLD | NEW YORK, NY  
AUGUST 2013 – PRESENT

- Increased annual store revenue by 15% by optimizing product placement strategies, launching quarterly upselling training, and implementing a high-value customer recognition program
- Reduced employee turnover by 20% by developing a structured mentorship program pairing junior associates with senior staff, resulting in improved retention across 3 consecutive fiscal years
- Managed inventory valued at \$1.5 million, maintaining a 98% accuracy rate through biweekly cycle counts and a real-time exception reporting system
- Managed an operating budget of \$500,000 annually, identifying and implementing cost-saving measures that reduced non-payroll expenses by 12% without impacting store performance
- Led a team of 22 full- and part-time associates, achieving an employee satisfaction score of 4.4 out of 5 on annual internal surveys across 4 consecutive years
- Partnered with district management on 3 store renovation projects, coordinating merchandise resets with zero impact on daily sales performance

SHIFT SUPERVISOR | QUICKBUY RETAIL | BROOKLYN, NY  
JUNE 2010 – JULY 2013

- Supervised daily operations for a 12-person team across 3 shift rotations, ensuring consistent service standards and smooth transition handoffs throughout all operating hours
- Improved customer satisfaction scores by 10% within 6 months by introducing a targeted service recovery training program that coached associates on complaint handling and escalation protocols
- Assisted in managing weekly inventory counts for 2,000+ SKUs, reducing count discrepancies by 15% through improved associate training on count procedures
- Developed and maintained daily shift reports tracking sales, incidents, and operational issues, providing store management with actionable data for weekly planning