

Jane Smith

Assistant Manager, Jewelry Store

Detail-oriented assistant manager with 9+ years of experience in luxury jewelry retail, specializing in high-value customer engagement, team development, and inventory control. Increased store revenue by 20% through targeted upselling programs, managed \$2M+ in inventory at 98% accuracy, and built a loyal repeat clientele at Diamond Dreams Jewelry. Adept at motivating sales teams and delivering a premium customer experience in competitive luxury retail environments.



EDUCATION

Bachelor of Science in Business Administration | University of Florida | Gainesville, FL
May 2013



KEY SKILLS

- Luxury sales techniques and upselling
- Inventory management and loss prevention
- Customer retention and relationship building
- Team training and performance coaching
- Visual merchandising and display design
- Sales forecasting and revenue reporting
- Staff scheduling and shift management
- Vendor coordination and product sourcing
- POS systems and transaction accuracy



PROFESSIONAL EXPERIENCE

Assistant Manager

Diamond Dreams Jewelry | Miami, FL, | June 2016 – Present

- Increased store revenue by 20% by designing and implementing targeted upselling techniques for high-value customers, including personalized gifting consultations and loyalty incentives
- Trained and developed a team of 6 sales associates on luxury product knowledge and consultative selling, improving individual performance metrics by an average of 18% within 6 months
- Managed inventory valued at over \$2 million, reducing discrepancies by 15% through enhanced cycle-count procedures and real-time stock reconciliation
- Developed and maintained relationships with 40+ repeat high-value clients, contributing to a 30% increase in returning customer revenue over 2 years
- Coordinated seasonal merchandising resets and window displays that drove a 12% increase in walk-in foot traffic during peak holiday periods
- Oversaw daily opening and closing procedures including cash handling, security protocols, and end-of-day reporting with zero discrepancies over 3 consecutive years

Sales Associate

Luxe Jewelry Boutique | Tampa, FL, | May 2013 – May 2016

- Provided consultative customer service to luxury clientele, building a personal book of 25+ repeat customers that led to a 30% increase in repeat purchase revenue
- Assisted in executing in-store promotional events and seasonal sales strategies, contributing to a 25% boost in holiday sales over 2 consecutive seasons
- Maintained product display standards and jewelry inventory, conducting weekly counts to flag discrepancies for management review
- Supported new associate onboarding by sharing product knowledge and demonstrating customer engagement techniques during the first 90 days of employment