


EC

Ethan Carter

Hardware Store Assistant Manager

Knowledgeable hardware store assistant manager with 7+ years of home improvement retail experience, specializing in inventory optimization, customer education, and vendor negotiation. Maintained 98% inventory accuracy on \$1.2M in stock, reduced customer complaints by 20% through product training, and saved 10% on bulk purchases through vendor negotiations at Build It Hardware. Skilled at connecting deep DIY product knowledge with strong operational management capabilities.

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 San Francisco, CA

EDUCATION

- Associate Degree in Business Management
May 2014
San Francisco Community College I
San Francisco, CA

KEY SKILLS

- DIY project expertise and customer education
- Inventory optimization and cycle count management
- Vendor relations and bulk purchase negotiation
- Customer complaint resolution and service recovery
- Staff development and product knowledge training
- Loss prevention and security procedures
- Store operations and compliance standards
- Sales reporting and department KPI tracking
- Staff scheduling and labor management

PROFESSIONAL EXPERIENCE

Assistant Manager | September 2019 - Present
Build It Hardware | San Francisco, CA

- Managed inventory valued at \$1.2 million across 3,000+ SKUs, maintaining a 98% accuracy rate through monthly cycle counts and a real-time discrepancy resolution process
- Reduced customer complaints by 20% by designing and delivering a product knowledge training program covering tools, materials, and DIY project guidance for all floor associates
- Negotiated pricing terms with 12 key vendors, securing 10% savings on bulk purchase orders for top-selling categories and generating \$40,000 in annual procurement savings
- Supervised a team of 14 associates across floor, receiving, and checkout functions, maintaining full staffing coverage for weekend and holiday peak periods
- Coordinated 4 seasonal promotional events per year in partnership with vendors, driving an average 18% sales lift during event periods through co-branded displays and staff demonstrations
- Oversaw loss prevention protocols including daily register reconciliation, inventory discrepancy investigation, and staff accountability measures, reducing shrinkage by 12% year-over-year

Sales Associate | June 2017 - August 2019
Handy Depot | Oakland, CA

- Provided project-specific DIY advice to 50+ customers per week, earning a 4.8/5.0 customer feedback rating and improving department satisfaction scores by 15%
- Assisted with planning and executing 6 promotional events per year, directly contributing to a 12% increase in weekend sales during each event period
- Maintained product knowledge across 1,500+ hardware SKUs, regularly assisting customers with tool selection, material quantities, and project planning across departments
- Supported weekly inventory counts and stock replenishment for 2 departments, flagging discrepancies for management review and helping maintain 97% count accuracy