

Sophia Lopez

Grocery Store Assistant Manager

Experienced grocery retail assistant manager with 5+ years of expertise in team supervision, food safety compliance, and inventory forecasting. Achieved a 95% on-time delivery rate for fresh products, reduced food waste by 25%, and improved customer satisfaction scores by 15% through structured staff training at Green Valley Grocers. Skilled at managing large perishable inventories and leading 20-person teams in high-volume grocery environments.

CONTACT INFORMATION

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 email@example.com

 Seattle, WA

EDUCATION

Bachelor of Arts in Retail Management
University of Washington |
Seattle, WA | May 2016

KEY SKILLS

- Inventory forecasting and FIFO rotation
- Food safety compliance and health inspections
- Team supervision and performance management
- Customer satisfaction improvement strategies
- Fresh product receiving and quality control
- Staff scheduling and labor optimization
- Shrinkage control and waste reduction
- Vendor relations and product replenishment
- Store operations and departmental coordination

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER | GREEN VALLEY GROCERS | SEATTLE, WA, FEBRUARY 2019 – PRESENT

- Oversaw daily operations for a 20-person team across grocery, produce, and deli departments, achieving a 95% on-time delivery rate for fresh products throughout the year
- Reduced food waste by 25% by implementing improved inventory forecasting, FIFO rotation protocols, and markdown scheduling for near-expiry perishable items
- Enhanced customer satisfaction scores by 15% by developing and delivering department-specific staff service training covering product knowledge and complaint resolution
- Managed weekly product receiving and vendor check-in processes for 500+ SKUs, reducing receiving errors by 20% through improved verification checklists
- Coordinated with department leads to execute 12 seasonal promotional resets annually, consistently completing within timeline and increasing event-week sales by an average of 10%
- Maintained 100% compliance with county and state food safety regulations across 4 consecutive health department inspections with zero critical violations

GROCERY CLERK | FRESH MARKET | TACOMA, WA, JULY 2016 – JANUARY 2019

- Managed restocking of 300+ produce and packaged goods SKUs daily, ensuring compliance with food safety standards and proper rotation protocols
- Assisted in planning and executing holiday and seasonal sales events, contributing to a 10% revenue increase over comparable prior-year periods
- Maintained clean and organized department displays, supporting customer navigation and contributing to consistently positive store appearance scores
- Trained 3 new clerks on restocking procedures, food safety standards, and customer service expectations during busy seasonal hiring periods