




Emily Wilson

Bookstore Assistant Manager

Passionate bookstore assistant manager with 5+ years of experience in book retail management, inventory curation, and community engagement. Boosted annual sales by 18%, increased store foot traffic by 25% through monthly events, and improved team efficiency by 20% at Chapter & Verse Books. Known for creating welcoming, community-oriented retail environments and building loyal reader bases through thoughtful inventory selection and engaging programming.

CONTACT INFORMATION

 (555) 000-0000

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 Seattle, WA

EDUCATION

- **BACHELOR OF ARTS IN ENGLISH LITERATURE | UNIVERSITY OF OREGON | EUGENE, OR | MAY 2019**

KEY SKILLS

- **Inventory curation and book selection**
- **Author event planning and community programming**
- **Customer engagement and loyalty building**
- **Staff training and performance coaching**
- **Visual merchandising and display design**
- **Sales tracking and inventory reporting**
- **Vendor relations and publisher coordination**
- **Social media promotion for in-store events**
- **Loss prevention and stock accuracy**

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER | CHAPTER & VERSE BOOKS | SEATTLE, WA | FEBRUARY 2019 - PRESENT

- Curated inventory of 8,000+ titles based on customer preference data, local reading trends, and staff picks, boosting annual sales by 18% in the most recent fiscal year
- Organized 12 monthly community events including author signings, book club meetups, and genre-themed nights, increasing store foot traffic by 25% on event days
- Mentored and developed 5 booksellers through structured quarterly check-ins and skills coaching, improving overall team efficiency scores by 20% over 18 months
- Managed publisher relationships and special-order fulfillment for 100+ customer requests per month, maintaining a 98% fulfillment rate within promised timelines
- Redesigned the new-arrivals and staff-picks sections semi-annually, increasing engagement with featured displays by 35% as measured by sales lift on highlighted titles
- Supervised daily store operations including opening/closing, cash reconciliation, and shift coverage for a 7-person team with zero late openings over 3 consecutive years

BOOKSELLER | EVERGREEN BOOKSTORE | PORTLAND, OR | AUGUST 2019 - JANUARY 2021

- Delivered expert book recommendations and personalized reading consultations, contributing to a 15% increase in loyalty program sign-ups over 12 months
- Supported 4 seasonal promotional campaigns per year, assisting with display updates, social media content drafts, and customer event logistics that contributed to a 10% revenue increase
- Maintained product knowledge across 5,000+ titles spanning fiction, non-fiction, and children's categories, regularly assisting customers with gift selection and reading series guidance
- Assisted in training 3 new booksellers on customer engagement techniques, register operation, and inventory lookup systems during a seasonal hiring surge