




# James Carter

## PET STORE ASSISTANT MANAGER

Dedicated pet store assistant manager with 11+ years of experience in pet retail operations, product education, and team development. Increased premium pet food sales by 20%, reduced product recommendation errors by 15%, and managed relationships with 10+ vendors for consistent product availability at Happy Tails Pet Store. Passionate about pet wellness and skilled at training staff and customers on appropriate animal care products and nutrition.

## CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 Denver, CO

## KEY SKILLS

- Pet care product expertise and nutrition knowledge
- Staff training and supervision
- Sales tracking and performance management
- Customer education on pet health and wellness
- Vendor relations and product sourcing
- Inventory management and stock accuracy
- In-store event coordination (adoption events)
- Loss prevention and shrinkage control
- Customer service and complaint resolution

## PROFESSIONAL EXPERIENCE

**Assistant Manager** | Happy Tails Pet Store | Denver, CO | July 2016 – Present

- Increased sales of premium pet food by 20% by developing educational customer promotions including feeding guides, in-store demos, and staff-curated recommendation displays
- Trained a team of 8 employees on product knowledge and consultative customer service, reducing errors in pet care product recommendations by 15% over 6 months
- Managed inventory across 1,500+ SKUs and coordinated ongoing relationships with 10+ vendors, ensuring timely product delivery and maintaining 98% in-stock rates on top-selling items
- Organized 6 in-store adoption events per year in partnership with local rescues, boosting store foot traffic by 18% on event days and generating 25% above-average transaction rates
- Supervised daily operations for a team of 8, managing scheduling, performance feedback, and new hire onboarding with a 90% employee retention rate over 3 consecutive years
- Coordinated with vendors on seasonal product promotions, securing co-funded display placements that increased featured product sell-through by 30% during promotional windows

**Sales Associate** | Paws & Claws Supplies | Boulder, CO | June 2013 – June 2016

- Assisted 40+ customers daily in selecting appropriate pet care products using in-depth knowledge of nutrition, grooming, and habitat requirements, increasing satisfaction scores by 12%
- Supported 6 in-store adoption events per year, coordinating with rescue partners and managing customer flow during events that boosted foot traffic by 18% and increased add-on sales
- Maintained product knowledge across dog, cat, fish, reptile, and small animal categories, earning the store's top product expertise recognition award 2 years running
- Assisted with weekly inventory counts for 1,000+ SKUs, flagging low-stock items for reorder and contributing to a 97% in-stock rate on high-velocity products

## EDUCATION

**Bachelor of Science in Business Management**  
University of Colorado | Boulder, CO | May 2013