



# Devon Young

## Department Store Manager

### Experienced Department Store Leader skilled in multi-team supervision and floor coordination

Over 10 years of experience managing teams across apparel, home, and seasonal departments. Expert in meeting company KPIs, leading cross-departmental efforts, and ensuring customer satisfaction across diverse product lines.

## CONTACT

 000-000-0000

 email@email.com

 City, ST

## KEY SKILLS

- Department leadership
- Inventory turnover management
- Loss prevention audits
- Multi-floor operations
- Return and exchange process
- Training and development

## PROFESSIONAL EXPERIENCE

### Department Store Manager | Macy's, St. Louis, MO

July 2018 - Present

- Directed operations across three departments totaling \$4 million in annual sales
- Improved customer service scores by 30% by restructuring the returns desk workflow
- Reduced seasonal turnover by 35% through improved recruiting and onboarding

### Assistant Floor Manager | JCPenney, Springfield, MO

May 2013 - June 2018

- Coordinated scheduling and shift coverage for over 40 employees
- Improved visual presentation compliance by 25% through weekly planogram audits
- Promoted from sales supervisor after 18 months

## EDUCATION

### Bachelor of Science in Retail Management

Missouri State University | February 2012