




SW

Sam Wright

Flagship Store Manager

Flagship Store Manager with experience leading high-profile brand locations. Over 9 years of managing flagship and flagship-level stores in fashion retail. Recognized for driving major sales events, improving customer loyalty, and building brand consistency across locations.

CONTACT

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-  City, ST

KEY SKILLS

- Brand standards compliance
- Customer experience leadership
- Flagship-level sales events
- High-volume staffing
- KPI improvement
- Store performance reporting

EDUCATION

Bachelor of Arts in Business and Fashion Merchandising
Fashion Institute of Technology
June 2014

PROFESSIONAL EXPERIENCE

FLAGSHIP STORE MANAGER | ZARA, NEW YORK, NY
SEPTEMBER 2020 – PRESENT

- Led flagship store through the company's top-performing Black Friday event, exceeding sales projections by 27%
- Trained 50+ seasonal employees in alignment with brand experience expectations
- Increased repeat customer traffic by 22% through loyalty programs

STORE MANAGER | H&M, NEWARK, NJ
JULY 2015 – AUGUST 2020

- Maintained visual compliance and merchandising standards during corporate transitions and remodels
- Delivered quarterly reports on store performance directly to district leadership
- Achieved top-three ranking in customer satisfaction scores for three years