

Margaret Martin

Assistant Manager

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Assistant Manager with 5 years in specialty retail and food service, including 2 years on the management track. Comfortable running a 14-person floor, owning weekly P&L reviews, and coaching new hires from their first shift. Known for tightening shrink and rebuilding schedules that customer traffic actually matches.

Professional Experience

ASSISTANT STORE MANAGER | HARBORLINE OUTFITTERS, PLANO, TX | 2022 – PRESENT

- Run open and close shifts for a \$3.4M-volume store, covering store manager duties during 6-week medical leave with no drop in mystery shop scores.
- Rebuilt the weekly schedule against hourly traffic data, cutting labor hours by roughly 9% while keeping conversion flat.
- Coach a team of 14 associates and 2 keyholders; promoted 3 to keyholder in the last year.
- Own quarterly inventory; brought shrink down from 1.8% to 1.1% by tightening fitting-room and back-door procedures.
- Handle escalated customer complaints and chargeback disputes, resolving most without manager involvement.

SHIFT SUPERVISOR | HARBORLINE OUTFITTERS, PLANO, TX | 2020 – 2022

- Led floor coverage for 6-8 associates per shift across nights and weekends.
- Trained 11 seasonal hires during holiday peak; 4 stayed on year-round.
- Tracked daily sales against plan and adjusted floor positioning when traffic shifted.
- Backed up the assistant manager on cash office and deposit reconciliation.

SALES ASSOCIATE | BAYFRONT COFFEE CO., FRISCO, TX | 2019 – 2020

- Ran register and drive-thru on a 4-person bar, averaging 92 transactions per hour at peak.
- Trained 5 new baristas on POS and recipe standards.
- Earned Top Upsell Associate two quarters in a row.

Education

B.B.A., Management, University of North Texas, 2019

ServSafe Manager Certification, 2021

Key Skills

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| • Daily P&L review | • Labor scheduling (Kronos, When I Work) |
| • Inventory and shrink control | • Visual merchandising |
| • Coaching and progressive discipline | • POS systems (Lightspeed, Square) |
| • Cash office reconciliation | • Customer escalation handling |
| • Loss prevention | • Microsoft Excel |