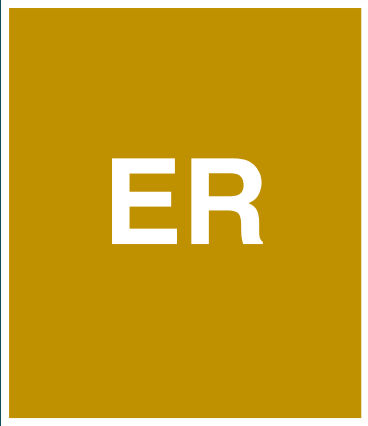




ER

Eric Roberts

Assistant Store Manager

Assistant Store Manager with 6 years in big-box and specialty retail, supporting stores ranging from \$4M to \$11M in annual volume. Comfortable owning the floor through holiday peaks, coaching a team of 20-35 associates, and partnering with the Store Manager on P&L, shrink, and hiring. Known for steady labor planning and a calm handoff to whoever is closing.

CONTACT INFORMATION

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 Tacoma, WA 12345

EDUCATION

- Associate of Applied Science, Business Management, Tacoma Community College, 2017
- Certified Loss Prevention Qualified (LPQ), Loss Prevention Foundation, 2022

KEY SKILLS

- Scheduling & labor budgeting (Kronos, UKG Ready)
- P&L review and weekly sales recap
- Shrink reduction & loss prevention audits
- Visual merchandising and floor sets
- Hiring, onboarding, and progressive discipline
- POS troubleshooting (NCR, Lightspeed)
- Inventory cycle counts and RTV processing
- De-escalation and customer recovery
- Bilingual: English / Tagalog

PROFESSIONAL EXPERIENCE

Assistant Store Manager | 2021 - Present Pinebrook Outfitters, Tacoma, WA

- Run daily operations for a 22,000 sq ft location doing roughly \$8.4M annually; serve as senior leader on duty 4 of 5 shifts each week
- Cut shrink from 1.9% to 0.7% over two physical inventories by tightening receiving audits, fitting room coverage, and back-stock checks
- Coach a team of 28 associates and 4 supervisors, including weekly one-on-ones with leads and a quarterly career-pathing sit-down
- Own the schedule for two departments, holding labor within 50 hours of weekly budget while keeping conversion above district average
- Partner with HR on interviewing, offer letters, and onboarding for 30+ seasonal hires each Q4

Department Manager, Apparel | 2018 - 2021 Harborline Retail Group, Federal Way, WA

- Led a 12-person apparel team across two floors, raising department conversion from 18% to 24% in 14 months
- Owned visual merchandising resets every 3 weeks and walked the floor each morning with the buyer to flag slow sellers
- Promoted from Sales Lead to Department Manager after 11 months; trained 6 associates who later moved into key-holder roles
- Handled escalations on returns, price overrides, and damaged-goods claims, resolving most without involving the Store Manager

Sales Lead | 2017 - 2018 Harborline Retail Group, Federal Way, WA

- Opened and closed the store 3-4 days per week, including cash counts, bank deposits, and alarm sequencing
- Hit personal sales targets every quarter and ranked in the top 3 of 18 associates for credit card sign-ups
- Filled in as MOD during the Store Manager's medical leave for 7 weeks, keeping payroll within plan