

Nancy White

Assistant Store Manager

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Assistant Store Manager with 11 years across home goods, athletic apparel, and grocery, including 3 years as ASM in a top-volume district store. Two-time recipient of regional Operator of the Year. Comfortable acting Store Manager during transitions and have onboarded 3 incoming SMs in the past 4 years.

Professional Experience

Assistant Store Manager | Copperline Home & Patio, Mesa, AZ

2022 – Present

- Co-lead a \$13.2M store with 62 associates, owning operations, shrink, and overnight stock teams
- Brought controllable shrink to 0.42%, the lowest of 18 stores in the Southwest district
- Built and ran the holiday hiring plan for 2023 and 2024, bringing 41 seasonal associates onboard and retaining 9 into regular roles
- Stepped in as Acting Store Manager for 5 months during a leadership transition with no drop in customer satisfaction scores
- Lead weekly business reviews with department managers covering sales vs. plan, labor, and top SKU sell-through

Assistant Store Manager | Northgate Athletic Co., Gilbert, AZ

2019 – 2022

- Managed a 35-person team in a \$6.8M mall location with heavy weekend foot traffic
- Cut nightly close time from 75 minutes to 42 minutes by restructuring zoning and recovery assignments
- Owned the new-hire onboarding curriculum for the store, including a 30/60/90 check-in cadence
- Reduced associate turnover from 84% to 51% over two years through stay interviews and schedule flexibility

Department Manager, Center Store | Saguaro Fresh Market, Tempe, AZ

2016 – 2019

- Ran grocery, dairy, and frozen with a team of 18 across 3 shifts
- Managed weekly ordering for 4,200 SKUs, holding out-of-stocks under 2.5%
- Trained 7 associates who were later promoted to lead or assistant roles
- Partnered with the loss prevention team on a sweetheart-discount case that recovered roughly \$14,000

Shift Supervisor | Saguaro Fresh Market, Tempe, AZ

2014 – 2016

- Supervised 8-12 cashiers and baggers during peak shifts
- Trained the front-end team on the new POS rollout across 3 stores in the region
- Handled customer escalations averaging 6-8 per shift on weekends
- Promoted to Department Manager after 22 months

Education

B.S., Business Administration, Arizona State University, 2014

Certified Manager of Quality / Organizational Excellence (CMQ/OE), ASQ, 2021

Key Skills

- P&L ownership and weekly forecasting
- Multi-department scheduling (Workday, Kronos)
- Shrink and loss prevention strategy
- Hiring funnel and seasonal staffing plans

- Acting Store Manager coverage
- Vendor and replenishment management
- District-level reporting and recaps
- Associate development and succession planning
- OSHA and food-safety compliance
- Conflict resolution and progressive discipline