



Pamela Turner

Retail Manager

Retail manager with 8 years across specialty and big-box environments. Track record of lifting comp sales through staff coaching, visual merchandising resets, and tight inventory control. Promoted twice in four years and known for building teams that stick.

CONTACT INFORMATION

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 Raleigh, NC

KEY SKILLS

- P&L management
- Workforce scheduling (Kronos)
- Visual merchandising
- Loss prevention
- Inventory cycle counts
- Coaching and performance reviews
- Loyalty program execution
- POS systems (NetSuite, Lightspeed)
- Hiring and onboarding

PROFESSIONAL EXPERIENCE

2021 - Present

Store Manager | Northbridge Outfitters, Raleigh, NC

- Run a 14,000 sq ft flagship with 32 associates and \$6.4M in annual volume.
- Grew comp sales 11.3% in FY24 after relaunching the loyalty signup script at checkout.
- Cut shrink from 1.8% to 0.9% by rebuilding the cycle-count cadence and tightening fitting-room coverage.
- Mentored 4 supervisors into ASM roles across the region within two years.
- Owned weekly P&L review with district leader and held labor within plan for 18 of 20 quarters.

2018 - 2021

Assistant Store Manager | Halverson Home Goods, Cary, NC

- Supported a \$4.2M location with 22 associates; covered MOD shifts 4 days/week.
- Built the holiday hiring plan that filled 18 seasonal roles in three weeks.
- Led floor resets every 6 weeks, improving sell-through on featured endcaps by roughly a third.
- Coached new hires through onboarding; 90-day retention climbed to 84%.

2016 - 2018

Sales Lead | Halverson Home Goods, Cary, NC

- Opened and closed the store; managed cash deposits averaging \$9,800/day.
- Trained 11 seasonal hires on POS, returns, and customer recovery.
- Tied for top loyalty signup rate in the district two quarters running.

EDUCATION

B.A. Business Administration, NC State University, 2016

Certified Retail Operations Professional (CROP), 2022