

Paul Allen

Assistant Store Manager

Recently promoted Shift Lead with 3 years in specialty retail and a strong record of opening and closing solo. Looking to step into an Assistant Store Manager role where I can keep growing on the scheduling and hiring side after already owning the sales floor and key-holder duties.

CONTACT INFORMATION

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EDUCATION

Coursework toward B.B.A., Management, University of Tennessee at Chattanooga, 2020-2022 (paused for full-time work)

High School Diploma, East Ridge High School, 2020

KEY SKILLS

- Opening and closing procedures
- Cash handling and safe counts
- POS systems (Square, Shopify POS)
- When I Work scheduling
- New-hire training and coaching
- Planogram resets and merchandising
- Customer escalation handling
- Loyalty program enrollment

PROFESSIONAL EXPERIENCE

Shift Lead | Riverbend Mercantile, Chattanooga, TN 2023 – Present

- Act as manager on duty for 25-30 hours each week, supervising 4-6 associates per shift
- Closed the store 112 nights last year with zero cash variances above \$5
- Trained 5 new hires on POS, returns, and the loyalty signup script during their first two weeks
- Cover the schedule build when the Store Manager is on PTO, using When I Work to balance availability and labor hours

Sales Associate | Riverbend Mercantile, Chattanooga, TN 2021 – 2023

- Ranked #2 of 14 associates for attached sales in 2022, averaging 2.3 items per transaction
- Earned key-holder status after 8 months, ahead of the 12-month store standard
- Reset two seasonal floor displays per month following the corporate planogram