



LORENA ASHWORTH

Shift Leader

Assistant store manager with 7 years in specialty retail and quick-serve, including 3 years leading shifts and 2 years as second-in-command of a high-volume store. Own scheduling for 28 team members, hit labor targets, and act as manager on duty 4 days a week.

Contact Information



(414) 555-0104



lorena.ashworth@example.com



Milwaukee, WI 12345

Education

Bachelor of Science, Business Administration, University of Wisconsin-Milwaukee, 2018

Store food safety lead, current

Completed internal Leadership Development program, Northline Outfitters, 2023

Key Skills

- Labor budgeting and scheduling
- Shrink and loss prevention
- Hiring and onboarding
- P&L awareness and product cost control
- Manager on duty coverage
- Cash office and deposits
- Team coaching and PIPs
- Inventory and cycle counts
- POS administration
- Seasonal ramp planning
- Food safety (ServSafe)
- Guest escalation handling

Professional Experience

ASSISTANT STORE MANAGER | NORTHLINE OUTFITTERS, MILWAUKEE, WI 2022 – PRESENT

- Second in command of a \$3.2M annual volume store with 28 team members across two shifts.
- Build the weekly schedule against a labor target of 9.4% and have hit it in 41 of the last 52 weeks.
- Cut shrink from 1.8% to 1.1% over four quarters by tightening fitting room controls and back-of-house audits.
- Run interviews and first-round hiring for seasonal ramp; brought on 14 associates for Q4 2024 with a 79% retention through January.
- Act as manager on duty Thursday through Sunday, owning open, close, deposits, and any escalations.

SHIFT SUPERVISOR | HARBOR BEAN COFFEE, RACINE, WI 2020 – 2022

- Led shifts of 5-7 baristas at a store averaging \$38K in weekly sales.
- Coached team to a 4-second improvement in average drive-thru bay time over one quarter.
- Ran monthly inventory and variance reporting; kept product cost within 0.5 points of target.
- Certified as a training store lead, hosting new-hire cohorts from three nearby locations.
- Promoted to assistant store manager path after two consecutive quarters over plan.

BARISTA TRAINER | HARBOR BEAN COFFEE, RACINE, WI 2019 – 2020

- Trained 18 new baristas on bar standards, POS, and food safety.
- Wrote the store's peak-play sheet, mapping station roles to volume thresholds.
- Sat in on shift lead interviews as a peer panel member.
- Held highest drink accuracy score on the team for 6 of 8 audit cycles.

SALES ASSOCIATE | LAKEPOINT SPORTING GOODS, KENOSHA, WI 2018 – 2019

- Worked footwear and apparel floor with an average ticket around \$86.
- Ranked in the top 3 of 22 associates for add-on attach rate two quarters running.

- Ran opening floor sets on Saturdays.
- Cross-trained on receiving and back-stock.