

Vikram Costa

Team Manager

Retail team manager with 6 years of experience coordinating daily operations, performance coaching, and customer issue resolution across teams of up to 17 associates. Raised team productivity by 50.9% over 9 months by redesigning the morning huddle format and setting individual daily targets in Trello. Skilled in KPI Tracking, Excel, CRM Tools, and cross-training scheduling to reduce handoff delays during peak hours.

CONTACT INFORMATION

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Livingston, MT 12345

KEY SKILLS

- Team Scheduling
- KPI Tracking
- Excel
- Trello
- CRM Tools
- Conflict Resolution
- Inventory Management
- Performance Coaching
- POS Systems
- OSHA Safety Procedures

PROFESSIONAL EXPERIENCE

TEAM MANAGER | GALLATIN CROSSING RETAIL GROUP, LIVINGSTON, MT
2023 – PRESENT

- Manage a team of 17 associates across floor sales, stock, and customer service, coordinating daily assignments and weekly one-on-ones.
- Raised team productivity by 50.9% over 9 months by redesigning the morning huddle format and setting individual daily targets in Trello.
- Resolve an average of 38 customer issues per week by reviewing escalation logs each morning and coaching associates on de-escalation steps.
- Built a cross-training schedule that cut task handoff delays from 14 minutes to 6 minutes per transition during peak hours.

TEAM LEADER | PARADISE VALLEY SUPPLY CO., BOZEMAN, MT
2021 – 2023

- Led a team of 11 sales associates, setting weekly goals and reviewing performance dashboards in Excel every Friday.
- Increased team productivity by 22% within the first year by introducing staggered break rotations that kept floor coverage consistent.
- Tracked and closed an average of 27 customer issues per week using CRM tools, reducing repeat complaint volume by 3 issues per week.
- Coordinated seasonal inventory resets with warehouse staff, completing each reset in 2.5 days versus the prior 4-day average.

SALES ASSOCIATE | BRIDGER PEAK OUTFITTERS LLC, LIVINGSTON, MT
2020 – 2021

- Processed an average of 74 POS transactions per shift while answering product questions and handling returns.
- Assisted the team leader in resolving 13 customer issues per week by gathering details and proposing solutions before escalation.
- Maintained stockroom accuracy by reconciling 340 SKUs every two weeks against the inventory system.

EDUCATION

BS in Business
Montana State University, Bozeman, MT | 2016 – 2020