## Retail Manager Resume Sample 2

**Helen Emig**

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### A. Summary

A very experienced professional who is able to work at a high level of retail management. I know how to inspire, develop, lead, and motivate a team or staff in general. Therefore, I can help them achieve their professional goals as well as the goals of the company through support, passion, and innovation. My key qualities include bringing innovation when it comes to the product range, as well as a wealth of knowledge and responsiveness towards the latest trends. I also possess a superb understanding of today’s fashion, style, and makeup trends, since I keep up with them on a regular basis. I have a real passion for retail work which I am able to impart on my fellow colleagues or those whowork beneath me. I am currently looking for a position in a company which rewards achievements and people who are loyal and hard working.

### B. Working Experience

* **July 2009 – May 2016 – Pop Star Fashion Store, Roanoke, Virginia**

**Responsibilities:** Maximizing sales and profitability of the company so that it can achieve growth. Monitoring the staff and producing reports on each individual according to the store’s goals and their personal development plan. Managing the store’s performance levels on a regular basis. Maximizing the team’s performance so that I can drive sales. Preparing, organizing, and arranging the promotional items during sales’ periods. Leading the teams by example in every aspect of my job. Recruiting new staff, training them, supervising, and then appraising them. Maintaining the financial records accurately and correctly. Making sure the store presents itself with a combination of fantastic customer service and outstanding value for money. Observing and discussing with random clients in the store to ask about their experience and how it could be bettered. Constructed reports based on those interviews which were later on important in creating a better customer service.

**Achievements**: Managed to create and develop two business plans, both on a short and long term, which were highly successful. With the help of my team and the support of the upper management, the plans were seen through to the end, and they turned out a big added revenue to the retail store. Consequently, I received the ‘Employee of the Year’ Award twice consecutively, in 2012 and 2013.

### C. Education and Academic Training

* Graduated in 2008 from the Roanoke, Virginia State University with a Bachelor’s Degree in Business Administration and Commerce.

### D. Job Related Skills

* Driven by both company and personal success and development
* Outstanding customer service skills
* Very skilled at selling, promoting, and demonstrating the qualities of a product or service
* Outstanding abilities when it comes to advertising and promotions
* Operational management
* Stock management
* Merchandising standards
* People management
* Cash management
* Analyzing statistical data

### E. General Skills

* Highly responsible
* Out of the ordinary communication skills
* Result-oriented
* Patient
* Fluent in three languages: English, French, and Italian
* Decision making
* Teamwork
* Perseverance
* Confidence
* Loyalty
* Discreet
* Willing to sign an NDA