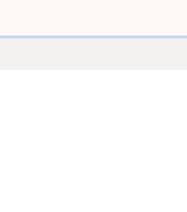


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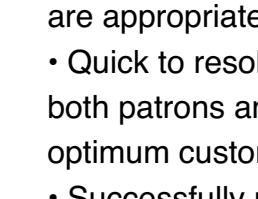
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Store Manager



Store Manager

Charlotte, NC

In management with over 7 years of experience in retail and customer relations. • Managed merchandise price changes for department specifications per company policy.

- Complied with store standards for proper daily and weekly product displays while assessing overall merchandise presentation.
- Reviewed and evaluated performance of 5-person team.
- Communicated and corrected stock errors while managing freight orders for accuracy.
- Assisted with new hire training to ensure compliance with inventory practices, POS systems, and company policies.
- Maintained cash flow, conducted daily counts and opening and closing paperwork to ensure all funds are appropriately managed.
- Quick to resolve problems and/or concerns for both patrons and employees while providing optimum customer service.
- Successfully managed 12 team members and created efficient scheduling to ensure full coverage throughout workday.

Proficient and timely professional dedicated to achieving the goals of the organization and team. Very organized, detail-oriented, self-motivated, and adapts to change well. Known for taking initiative and skilled at meeting challenges and deadlines. Seeking a position where I can utilize my natural leadership abilities and contribute to the success of a company while continuing to grow in the Customer Service field.

Authorized to work in the US for any employer

Work Experience

Store Manager

ALDI INC - Charlotte, NC
August 2015 to January 2020

Department Manager

WALMART STORES INC - Charlotte, NC
June 2012 to August 2015

2nd Assistant Manager

ADVANCE AUTO PARTS - Charlotte, NC
September 2009 to June 2012

Education

High school diploma

WEST MECKLENBURG HIGH SCHOOL - Charlotte, NC
2004

Skills

- Microsoft Office (10+ years)
- Greeted customers and assisted with telephone reception to assess customer needs and wants. (10+ years)
- Assisted with new hire training to ensure compliance with inventory practices, POS systems, and company policies. (9 years)
- Opened and closed store independently daily. (10+ years)
- Maintained cash flow, conducted daily counts and opening and closing paperwork to ensure all funds are appropriately managed. (10+ years)
- Quick to resolve problems and/or concerns for both patrons and employees while providing optimum customer service. (10+ years)
- Effective Communication (10+ years)
- Management Skills (10+ years)
- Customer Service Focus (10+ years)
- Problem-Solving (10+ years)
- Pallet Jack & Forklift (8 years)
- Teamwork (10+ years)
- Cash Handling (10+ years)
- Customer Service (10+ years)
- Retail Management (10+ years)
- Schedule Management (10+ years)
- Sales (5 years)
- Payroll (5 years)
- Merchandising (10+ years)
- Safety-minded (10+ years)

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