

Carl Nguyen

 City, State Abbreviation Zip Code

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

PROFILE

A seasoned director of retail operations with an impressive track record in team leadership, financial management, and leadership. Equipped with an MBA and demonstrated competence in driving growth, reducing operational costs, and improving customer satisfaction at major retailers like Target and Amazon. Analyzes market trends, customer needs, and business insights to make strategic business decisions.

KEY SKILLS

- Advanced sales techniques
- Budgeting
- CRM
- Inventory management
- Staff training and development

EDUCATION

Master of Business Administration (MBA)
MICHIGAN STATE UNIVERSITY | East Lansing, MI
2017

Bachelor of Arts in Business Administration
UNIVERSITY OF MICHIGAN | Ann Arbor, MI
2015

PROFESSIONAL EXPERIENCE

DIRECTOR OF RETAIL OPERATIONS | AMAZON
SEATTLE, WA | JANUARY 2018 - PRESENT

- Led a team of over 500 employees across various retail departments ensuring smooth operations and customer satisfaction
- Developed and implemented strategic plans that resulted in a consistent 12% growth in quarterly sales for consecutive years
- Oversaw annual budgeting and financial management activities leading to a reduction of operational costs by 15% in 2023

REGIONAL MANAGER | TARGET
ANN ARBOR, MI | MAY 2012 - DECEMBER 2017

- Managed the overall performance of 20 retail stores and achieved 10% above average sales targets for three consecutive years
- Implemented a training program in customer service which improved overall customer satisfaction rate by 20% in one year
- Introduced an efficient inventory management system that reduced warehouse storage costs by 25% in 2017

CERTIFICATIONS

- Certified Retail Executive (CRE), Retail Industry Leaders Association (RILA), 2020
- Loss Prevention Certified (LPC), Loss Prevention Foundation, 2019