

Emily Turner

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Profile

Retail assistant manager with over five years of advancement and experience specializing in customer service, team management, and inventory optimization. Consistent record of increasing team performance, implementing effective inventory systems, and resolving escalated customer service issues.

Professional Experience

Retail Assistant Manager | Walmart, San Francisco, CA **June 2021 to present**

- Supervise a team of over 20 employees, improving overall team performance by 15% in the past two years
- Established new inventory management system that reduced stock discrepancies by 30% and enhanced overall store operations
- Resolved escalated service issues, maintaining a 95% customer satisfaction rate and significantly reducing complaints
- Assisted with the development of sales promotions, contributing to a 10% increase in quarterly revenue

Customer Service Representative | Amazon, Seattle, WA **January 2019 to May 2021**

- Delivered prompt customer service, resulting in a 20% increase in positive feedback
- Collaborated with the team to manage inventory and assist with promotional strategies, leading to a 10% increase in quarterly sales
- Supported the implementation of a new inventory system to ensure stock accuracy and timely product ordering

Education

Bachelor of Arts (B.A.) in Retail Management

MICHIGAN STATE UNIVERSITY | East Lansing, MI

Associate Degree in Retail Management

HOUSTON COMMUNITY COLLEGE | Houston, TX

Skills & abilities

- Customer service
- Inventory management
- Team leadership
- Staff training and development
- Performance monitoring
- Sales forecasting

Certifications

- Certified Retail Operations Professional (CROP) | Martec International
- Certified Professional in Supply Management (CPSM) | Institute for Supply Management