

ANNA WALSH

46 Meadow Run Lane ♦ Valley View, NY 11470
(718) 555-3998 ♦ anna.walsh1007@hotmail.com

MANAGER

Provide outstanding customer service that drive sales, and perform operational duties by applying product knowledge, merchandising, register functions, store cleanliness, store security, and retail store operations. Represent the store's brand to customers, ensuring that customer needs and expectations are met or exceeded. Manage selling floor and back office functions, including the monitoring of performance metrics for sales and revenue. Demonstrated ability to ensure efficient operations, and drive sales through creative merchandising and fostering customer loyalty and retention. Create a positive and upbeat work environment.

AREAS OF EXPERTISE

Retail Sales ♦ Team Leadership ♦ Supervision ♦ Operations Management ♦ Office Management ♦ Cash Control
Customer Service ♦ Profit & Loss Analysis ♦ Merchandising ♦ Management Reporting ♦ Asset Management
Inventory Management ♦ Training & Development ♦ Point of Sale Systems ♦ MS Office Suite

PROFESSIONAL EXPERIENCE

BROADFIELD'S, Garden Grove, NY

Assistant Manager, 2013-Present

- Successfully partner with home office to support company initiatives and objectives for sales and profit.
- Recruit, train, and develop consultative selling team to provide outstanding service and close sales.
- Establish standards for delivery of superior customer service, motivating staff and leading by example.
- Protect the security of cash, inventory, and other assets following company directives.
- Bring recognition to the brand through creative merchandising appealing to customers' taste.
- Collaborate with district manager to meet sales, revenue, and customer service goals.

BLOOMINGDALES, Garden Grove, NY

Sales Associate, 2012-2013

- Met and exceeded individual and counter sales goals for unique "street fashion" luxury product line.
- Utilized strong clientele skills to exceed brand requirements and foster strong brand advocacy with peers.
- Implemented strategic plan to meet sales targets during store events and promotions.

CHIC, Garden Grove, NY

Sales Associate, 2011-2013

- Contributed to development of visual concepts and strategic merchandising to promote retail brands.
- Maintained new fashion and product knowledge to assist customers in finding items and closing sales.
- Performed daily in-store tasks including stock, re-merchandising, displays, and selling floor maintenance.

WALLFLOWERS, Garden Grove, NY

Assistant Manager, 2010-2011

- Assisted store manager with opening, closing, cash management, inventory control, and profit and loss analysis, records management, file management, and reporting.
- Consistently exceeded sales goals by creatively influencing decisions of customers to make purchases.

BLUE DAHLIA, Garden Grove, NY

Assistant Manager, 2009-2010

- Drove top line sales to meet and achieve financial plan and assisted in managing store goals.
- Assisted in managing profit and loss, cash management, merchandise and inventory.

EDUCATION

Queens College, City University of NY, Bachelor of Arts, Psychology (In Progress)