

KEILLI WYATT

Convenience Store Manager

CAREER OBJECTIVE

Sales-driven professional with 3+ years of management and team-building experience. Committed to doing all tasks well to contribute to the store's bottom line and to build a team of employees who take pride in their work. Eager to apply my skills to establish a loyal customer base at Lambert's Marketplace.

CONTACT

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(123) 456-7890 

Boston, MA 

[LinkedIn](#) 

EDUCATION

High school diploma
Boston Latin High School
2010 - 2014
Boston, MA

SKILLS

Employee Onboarding
Sales
Empathy
Leadership
Written Communication
Team Management
POS Systems
Budgeting

WORK EXPERIENCE

Convenience Store Manager

7-Eleven

2018 - current / Boston, MA

- Implemented associate training and collaborative review processes, increasing employee retention by 28%
- Purchased trending products for resale, and collaborated with upper management to establish prices of products and services
- Developed marketing plans as directed by corporate head, meeting 89% of corporate sales goals
- Displayed merchandise in an organized and clean fashion, updating promotional displays 3 times per week

Cashier

7-Eleven

2016 - 2018 / Boston, MA

- Built customer relationships to promote brand loyalty, increasing customer retention by 12%
- Signed 33% of shoppers up for the store's loyalty program
- Developed an intricate merchandise knowledge to best assist customers in finding products for their needs
- Completed all assigned training and signed up for additional training to improve work, resulting in a \$4.10/hour raise
- Swept storefront and salesfloor, cleaned restrooms, tidied work areas, and took out trash 3-4 times each shift

Cashier

Quick Check

2014 - 2016 / Boston, MA

- Educated customers on products, increasing the number of items sold by 22% and earning an extra \$1,290 a month
- Upsold products displayed at checkout, increasing monthly revenue by 7%
- Processed transactions in the POS system with 98% accuracy
- Cultivated an exceptional customer experience through friendly front-end customer engagement and POS interaction
- Initiated monthly training nights to assist new hires and review store policies, increasing customer retention by 18%