

ASHLEY DOYLE

Retail Manager

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☎ (123) 456-7890

📍 Miami, FL

🌐 [LinkedIn](#)

EDUCATION

High school diploma

Ransom Everglades School

📅 2006 - 2010

📍 Miami, FL

SKILLS

- Compassion
- Critical Thinking
- Bilingual (Spanish)
- Adaptable
- Leadership
- Sales

CAREER SUMMARY

Firm and empathetic leader with 10 years of experience in retail looking to apply my commitment to motivating talented staff and leading by example in a great, family-friendly business like Disney Parks.

WORK EXPERIENCE

Retail Manager

GNC

📅 2016 - current 📍 Miami, FL

- Scheduled employees for shifts, considering preferences and availability to increase employee satisfaction by 19%
- Provided feedback to 28 store associates regarding work performance on an ongoing basis and spearheaded recruiting, hiring, and performance evaluations
- Tracked inventory and ordered merchandise and supplies according to corporate guidelines to maximize sales and maintain store appearance
- Developed opening and closing procedures and daily store operations, including cash handling, inventory count, deposits, crisis management, and shift procedures to improve efficiency by 8%
- Interacted with disgruntled customers (English and Spanish) by phone, email, and in person to assist them with store credits, returns, and store/employee feedback

Retail Manager

Sephora

📅 2014 - 2016 📍 Miami, FL

- Provided training, incentives, mentoring, and feedback to associates to meet or exceed sales goals 92% of the time over a 2-year-period
- Created 33 associates' schedules, managed requests for time off, and delegated responsibilities to staff, such as working the register, designing displays, and assisting customers
- Evaluated associates every 11 weeks and provided tailored mentorship and training to ensure collaboration of the sales team for exceptional customer service
- Screened candidates, performed interviews, and hired and trained 12 new associates

Retail Associate

Hollister

📅 2011 - 2014 📍 Miami, FL

- Received and organized new merchandise, checking items against invoices and labeling and pricing products for the salesfloor
- Created 17 clothing displays each week, using mannequins, tables, shelves, and racks
- Handled customer complaints by listening to grievances and correcting issues for 97% satisfaction