

Tavares Ortiz

Retail Sales Manager

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(123) 456-7890

Denver, CO

[LinkedIn](#)

WORK EXPERIENCE

Foot Locker – Retail Sales Manager

2010 - current

Denver, CO

- Improved employee retention by 32% by recruiting, hiring, orienting, and training hires in every department to determine their best fit
- Assigned employees to shifts and departments and evaluated their performance 3 times per year
- Authorized clearance sales and store-wide discounts per corporate communication and tracked financials on merchandise inventory
- Addressed phone calls and emails from staff and customers, returning messages within 1 business day
- Oversaw closing duties, including cleaning, cash drawer procedures, and arming the security system

Steve Madden – Retail Sales Leader

2008 - 2010

Denver, CO

- Designed sales competitions and incentives for employees, boosting sales each month by 3%
- Communicated updates on product prices, discounts, and customer memberships to employees
- Attended leadership and management training 2 times per year to learn technical and professional strategies and to network with other businesses and leaders
- Earned "Highest Sales" award for 2 consecutive years, outselling coworkers by 8%

Steve Madden – Retail Sales Rep

2006 - 2008

Denver, CO

- Engaged customers within 8 seconds of entry, determined needs, responded to queries, provided product assistance, and handled transactions to help boost ratings by 16%
- Developed knowledge and customer education strategies for products and brands to offer recommendations based on customers' styles, preferences, and personalities
- Maximized sales by encouraging add-on purchases at the register, increasing sales by 8-12% each year

EDUCATION

Denver East High School – High school diploma

2002 - 2006

Denver, CO

SKILLS

- Multi-tasking
- Bilingual (Spanish)
- Detail-oriented
- Verbal Communication