





OLIVIA CAMPOS

RETAIL STORE MANAGER

CONTACT

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Boston, MA 
[LinkedIn](#) 

EDUCATION

High school diploma
Fenway High School
2004 - 2008
Boston, MA

SKILLS

Organization
Verbal Communication
Flexible
Problem Solving
Empathetic
Bilingual (Spanish)

WORK EXPERIENCE

Retail Store Manager

Dollar General

2016 - current / Boston, MA

- Communicated with unsatisfied customers, providing logical and quick solutions to increase customer satisfaction by 13%
- Evaluated staff's current capabilities, identifying gaps, and developed training for areas of improvement
- Fostered a positive work environment by working alongside employees each month to lead by example and encourage work ethic and communication with associates, increasing retention by 32%
- Supervised store operations, including opening and closing, security, inventory management, employee schedules, and timecards
- Conducted 100+ interviews and hired 8 sales associates

Retail Store Manager

GameStop

2012 - 2016 / Boston, MA

- Developed a working knowledge of products and developments in the gaming industry to provide current recommendations and assistance to boost customer satisfaction by 26%
- Supervised daily operations and 12 employees, providing sales and customer service training and conducting performance evaluations 2 times per year
- Boosted sales by 12% by retaining 90% of employees, following daily sales plans, managing expenses, and improving metrics through salesfloor strategies and customer feedback
- Recruited and hired 6 employees, providing an additional 2 evaluations for new hires to assess performance during training and address concerns

Retail Sales Associate

Lids

2009 - 2012 / Boston, MA

- Demonstrated a sales and customer-focused mindset by greeting customers within 5 seconds of entering the store, offering assistance, and promoting store products and sales
- Handled transactions and inspected hats and apparel at checkout for damage, decreasing returns by 16%
- Organized shelves and restocked merchandise as needed to ensure customers could access desired items