

# DYONTE BLAKE

*Supervisor*

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☎ (123) 456-7890

📍 San Francisco, CA

🌐 LinkedIn

## SKILLS

Organization

Teamwork

Operations

Detail Oriented

Written Communication

## EDUCATION

High school diploma

**Gateway High School**

📅 1997 - 2001

📍 San Francisco, CA

## CAREER OBJECTIVE

High-achieving professional with 10+ years of experience in retail supervision. Looking for a supervisory role with Sweet Tooth Catering where my background in team building and problem resolution will contribute to a positive work culture and unsurpassed customer service.

## WORK EXPERIENCE

### Retail Supervisor

#### Staples

📅 2010 - current

📍 San Francisco, CA

- Crafted hiring campaigns utilizing social media sites, hiring 15+ associates with 3 years of work experience on average
- Developed incentive program, motivating associates to exceed sales targets and reduce turnover by 45%
- Coached 20+ junior associates and staff members, providing performance reviews that boosted sales by 18%
- Managed inventory, ordering popular supplies in advance, ensuring 0 instances of reduced popular stock
- Conducted training events 6 times a year, providing staff with information on products, trends, and sales techniques

### Retail Manager

#### Party City

📅 2007 - 2010

📍 San Francisco, CA

- Sharpened employee development program, improving the customer experience and increasing Google Ratings from 4.3 to 4.7 stars
- Conceptualized Halloween marketing campaign, driving sales 150% higher than 10-year average
- Enacted check-out customer feedback process, enabling staff performance monitoring and reducing negative experiences by 65%
- Analyzed operations, calculating ambitious annual sales target increases of \$100K, exceeding targets for 2+ years
- Managed store margins, maintaining profitability for all 3 years of management

### Retail Sales Associate

#### PUMA

📅 2002 - 2007

📍 San Francisco, CA

- Achieved a 30% close rate by providing exceptional, charismatic customer service
- Assisted 60+ customers per shift, striving to understand their needs to provide products for every lifestyle
- Performed in the top 5% of regional PUMA sales associates, receiving Employee of the Year awards 3 times
- Persuaded 2K+ customers to sign up for PUMA Loyalty Program, promoting VIP events and in-store previews