

# SOREN CANOVAS

*Supervisor*

✉ soren-canovas@email.com

☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

## EDUCATION

High school diploma

**Gateway High School**

📅 1998 - 2002

📍 San Francisco, CA

## SKILLS

- Organization
- Written Communication
- Conflict Resolution
- POS Systems
- Onboarding
- Promotional Event Planning

## SUMMARY

High-achieving professional with 10 years of experience in retail supervision, team building, and conflict resolution. Looking for a role as a retail department manager at REI to mentor staff, leverage digital tools, and devise sales strategies to increase customer satisfaction and ROI.

## WORK EXPERIENCE

### Retail Supervisor

#### Staples

📅 2010 - current

📍 San Francisco, CA

- Designed hiring campaigns utilizing social media sites to hire 27 associates, decreasing hiring costs by 84%
- Developed an incentive program to motivate associates to exceed sales targets, increasing ROI by 12%
- Coached 18 junior associates and staff members by conducting performance reviews, reducing turnover by 14%
- Managed inventory by ordering popular supplies in advance, ensuring 0 instances of reduced popular stock
- Conducted training events 10 times a year to provide staff with information on products, trends, and sales techniques

### Retail Manager

#### Party City

📅 2007 - 2010

📍 San Francisco, CA

- Overhauled employee training program to focus on personal development and manager training, increasing employee retention by 37% and overall ROI by 21%
- Coached employees on modern sales practices and customer service techniques, increasing productivity by 17%
- Implemented customer surveys at checkout and enforced changes based on feedback, increasing customer satisfaction by 29%
- Analyzed operational costs and designed annual sales targets, increasing revenue by 8%

### Retail Sales Associate

#### PUMA

📅 2002 - 2007

📍 San Francisco, CA

- Recommended products, located items, and answered store questions for 55+ customers per shift
- Collaborated with sales associates to design monthly product displays, increasing seasonal item sales by 34%
- Performed in the top 10% of regional sales associates, receiving employee of the year awards 2 times
- Promoted VIP events and product discounts, persuading 1.9K customers to sign up for brand loyalty program