

Carol Hague



Store Manager

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Nationality	USA	Driving license	Full

01 PROFILE

Highly motivated Store Manager with 3+ years experience in fast-paced retail venues with a passion for exceeding sales targets, optimizing store operations, and ensuring a customer-friendly environment.

02 EMPLOYMENT HISTORY

02/2017 – Present

Store Manager at Carolina Herrera

New York

Carolina Herrera is a luxury brand with 20 years in the fashion market and presence in 40 countries. As a Store Manager, my core activities include:

- Recruiting, training, and managing staff to enforce store values and fuel company growth.
- Executing monthly staff performance evaluations to make necessary improvements. Average productivity increased 21% over previous year.
- Organizing highly effective marketing campaigns such as flyers at local events, involvement in the community, and coupons to up-sell the customer.
- Implementing controls designed to reduce overall shrinkage levels to less than 2%.
- Maintaining high evaluation scores for audits, quality control, and mystery shops above 93%.

03/2015 – 01/2017

Store Manager at American Eagle Outfitters

New York

American Eagle Outfitters is an American clothing and accessories retailer. As the Store Manager, my core activities included:

- Achieving and exceeding all qualitative and quantitative (KPI) targets for the store as defined by the company. Increased sales by 213% over 2015.
- Ensuring an accurate brand image, maintaining visual merchandising standards, maximizing product rotation, and conducting regular inventories.
- Preparing bi-annual payroll and maintenance budgets for corporate management approval.
- Guaranteeing that all safety and security standards, as well as company policies, were adhered to.
- Awarded two years consecutively with profitability results in the Top 5% of Store Managers of the company (2015/2016).

03 EDUCATION

04/2017 – 02/2018

New York University

New York

Course in Business
Management

- Excelled at Store Operation Management activities.

04 SKILLS

Leadership

Business vision and analysis

Problem-solving

Effective communication

Risk management

Organization and planning

Verbal and written communication

Computer literacy