

Carol Hague, Store Manager

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Date of birth	1985/20/03	Nationality	USA
Place of birth	New York	Driving license	Full

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.

EMPLOYMENT HISTORY

Feb 2017 – Present **Store Manager, 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%.

Mar 2015 – Jan 2017 **Store Manager, 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).
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EDUCATION

Apr 2017 – Feb 2018 **New York University, Course in Business Management** New York

- Excelled at Store Operation Management activities.
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SKILLS

Leadership

Business vision and analysis

Problem-solving

Effective communication

Risk management

Organization and planning

Verbal and written communication

Computer literacy