



# Carol Hague

Store Manager

New York, USA 890-555-0401

## Details

9 Wall St  
New York, 10005, USA  
890-555-0401  
resume@email.com

### Date / Place of birth

1985/20/03  
New York

### Nationality

USA

### Driving license

Full

## Skills

Leadership

Business vision and analysis

Problem-solving

Effective communication

Risk management

Organization and planning

Verbal and written communication

Computer literacy

## 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

New York

### Store Manager at Carolina Herrera

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

New York

### Store Manager at American Eagle Outfitters

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).

## Education

Apr 2017 – Feb 2018

New York

### New York University

Course in Business Management

- Excelled at Store Operation Management activities.