



# Carol Hague

Store Manager

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**DATE / PLACE OF BIRTH** 1985/20/03 / New York

**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

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).

### 03 EDUCATION

Apr 2017 – Feb 2018

New York

#### **New York University**

Course in Business Management

- Excelled at Store Operation Management activities.

### 04 SKILLS

**Leadership**

**Problem-solving**

**Risk management**

**Verbal and written communication**

**Business vision and analysis**

**Effective communication**

**Organization and planning**

**Computer literacy**