

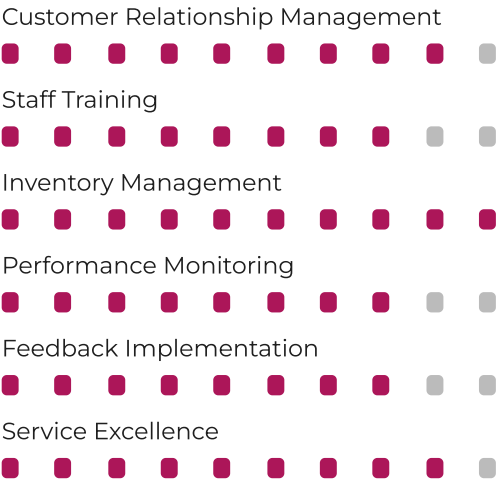


# SOPHIA BROWN

Evening Team Leader

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## SKILLS



## INTERESTS

Birdwatching Traveling  
Sports Coaching Knitting

## STRENGTHS

Pragmatism Sensitivity  
Sincerity Stability

## LANGUAGES



## ACHIEVEMENTS

- Achieved a 15% improvement in customer satisfaction ratings through enhanced service protocols.
- Implemented efficient inventory management practices, reducing stock discrepancies by 20%.

## PROFESSIONAL SUMMARY

Motivated Evening Team Leader with 2 years of experience driving operational success in fast-paced settings. Skilled in managing evening shifts, enhancing team performance, and ensuring exceptional customer service. Committed to fostering a positive work environment while optimizing processes to achieve business goals. Eager to contribute my leadership skills to a dynamic organization.

## WORK EXPERIENCE

- Evening Team Leader  
WidgetWorks Inc.  
Apr / 2024-Ongoing  
Denver, CO
- Increased store sales by 12% while overseeing home store expansion to accommodate merchandise growth.
  - Supervised evening shift operations across multiple departments, ensuring high-quality service and compliance with safety standards.
  - Resolved customer issues effectively, enhancing overall customer satisfaction and loyalty.
  - Executed engaging merchandise displays that boosted sales and improved store aesthetics.
  - Maintained accurate inventory levels, optimizing stock management and reducing waste.
  - Conducted cash verifications and implemented measures to prevent internal theft.
  - Trained and mentored new staff, enhancing team capabilities and service quality.

- Evening Manager  
Crescent Moon Design  
Apr / 2023-Apr / 2024  
Portland, OR
- Managed nightly closing duties, ensuring all areas were clean and secure.
  - Supervised a team of four employees, fostering a collaborative work environment.
  - Handled customer service inquiries, maintaining strong relationships with vendors and customers.
  - Ordered supplies and ensured availability, streamlining operations.
  - Administered cash register operations, ensuring accuracy and accountability.
  - Supported technicians with equipment maintenance, enhancing operational efficiency.

## EDUCATION

- Associate of Applied Science in Business Management  
Springfield Community College  
Apr / 2022 - Apr / 2023  
Denver, CO
- Focused on developing leadership and operational skills relevant to retail management.