

EMMA JOHNSON

First Assistant Manager

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PROFESSIONAL SUMMARY

Dynamic professional with 7 years of experience in retail management, adept at enhancing team performance and driving sales growth. Proven ability to foster customer relationships and lead teams to exceed business objectives. Passionate about mentoring staff and implementing operational efficiencies to elevate customer satisfaction and profitability.

WORK EXPERIENCE

First Assistant Manager

Seaside Innovations

📅 Apr / 2020-Ongoing
📍 Santa Monica, CA

- 1. Successfully managed daily operations, ensuring high levels of customer satisfaction and operational efficiency.
- 2. Developed and executed training programs for staff, enhancing service delivery and team performance.
- 3. Monitored key performance indicators, implementing strategies to improve sales metrics and customer engagement.
- 4. Conducted regular team meetings to discuss performance, set goals, and foster a positive work environment.
- 5. Collaborated with the District Manager to align store objectives with corporate strategies and promotions.
- 6. Managed inventory control processes, ensuring optimal stock levels and reducing waste.
- 7. Engaged in community outreach to strengthen brand presence and attract new customers.

First Assistant Manager

Crescent Moon Design

📅 Apr / 2018-Apr / 2020
📍 Portland, OR

- 1. Oversaw surgical suite operations, ensuring compliance with quality and safety standards.
- 2. Coordinated staff schedules, optimizing patient flow and resource allocation.
- 3. Maintained relationships with vendors, negotiating contracts to enhance service delivery.
- 4. Managed inventory and purchasing, reducing costs while ensuring adequate supply levels.
- 5. Implemented training programs for staff on compliance and operational protocols.
- 6. Conducted patient consultations, providing detailed pre and post-operative instructions.

EDUCATION

Bachelor of Science in Business Management

University of Phoenix

📅 Apr / 2016-Apr / 2018
📍 Seattle, WA

Focused on leadership, marketing, and operational management principles.

SKILLS

Data Analysis



Inventory Management



Conflict Resolution



Time Management



ACHIEVEMENTS

- 🌟 Increased store sales by 20% year-over-year through effective team training and customer engagement strategies.
- 🌟 Successfully managed a team of 15, achieving a 95% employee retention rate through proactive mentoring and support.
- 🌟 Streamlined inventory processes, reducing excess stock by 30% and improving turnover rates.