



WILLIAM PEREZ

Jewelry Department Manager

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📍 Los Angeles

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PROFESSIONAL SUMMARY

With a decade of experience as a Jewelry Department Manager, I excel in driving sales, enhancing customer engagement, and optimizing inventory processes. My leadership fosters high-performing teams dedicated to operational excellence and superior service. Committed to advancing brand reputation through innovative strategies and exceptional customer experiences in the luxury jewelry market.

WORK EXPERIENCE

Jewelry Department Manager

📅 Mar / 2018-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Oversaw the receipt and management of high-value merchandise, ensuring accurate inventory records.
2. Led a team of three or more associates daily, setting and monitoring performance goals.
3. Executed customer service tasks, including watch repairs and changes, enhancing customer satisfaction.
4. Coordinated custom jewelry orders and managed repairs to meet client needs efficiently.
5. Consistently received commendations for exceptional customer service and attention to detail.
6. Managed pricing strategies and inventory audits to optimize sales performance.
7. Conducted regular modular resets and handled claims to maintain product presentation.

Jewelry Department Manager

📅 Mar / 2015-Mar / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Effectively communicated inventory needs and sales trends to senior management and buying teams.
2. Managed scheduling and performance evaluations for a team of ten associates, fostering a collaborative environment.
3. Maintained accurate financial records, including P&L statements and inventory reports.
4. Ensured a top-tier customer service experience, handling various payment transactions with precision.
5. Organized merchandise displays, ensuring accurate pricing and maximizing sales opportunities.
6. Assisted in employee training and development, enhancing team effectiveness and product knowledge.

EDUCATION

Bachelor of Science in Business Administration

📅 Mar / 2012 - Mar / 2015

University of California

📍 Phoenix, AZ

Focused on marketing and retail management principles.

SKILLS

Relationship Building

Retail Marketing

Trend Analysis

Time Management

Communication Skills

Product Display

INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

STRENGTHS

📦 Stewardship

👥 Teamwork

🔗 Tenacity

👁 Vision

LANGUAGES



English



Russian



Mandarin

ACHIEVEMENTS

🌟 Increased department sales by 20% year-over-year through strategic promotional campaigns.

🌟 Successfully managed a team of 15 associates, achieving a 95% customer satisfaction rating.