

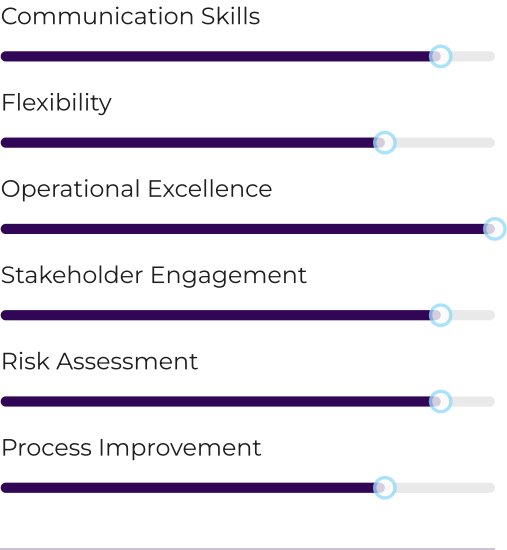


OLIVIA SMITH

Lead Manager - Level I

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SKILLS



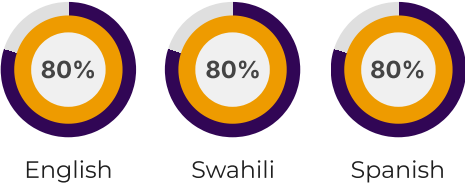
INTERESTS

- DIY Projects Crafting
- Meditation History

STRENGTHS

- Humility Innovation
- Insightfulness Integrity

LANGUAGES



ACHIEVEMENTS

- Streamlined operational procedures, enhancing efficiency by 15%.
- Facilitated training sessions that improved team productivity by 20%.

PROFESSIONAL SUMMARY

Ambitious Lead Manager with 2 years of experience enhancing team dynamics and operational workflows. Proficient in driving sales growth and cultivating customer relationships while ensuring adherence to quality standards. Eager to leverage innovative strategies and effective communication to meet organizational objectives and elevate team performance.

WORK EXPERIENCE

- Lead Manager - Level I Apr / 2024-Ongoing
WidgetWorks Inc. Denver, CO
- Achieved annual sales growth of \$1 million through targeted marketing strategies.
 - Managed cashiering activities of up to \$100,000 per day, ensuring optimal customer service.
 - Supervised opening and closing procedures in alignment with corporate standards.
 - Boosted women's and children's section sales by 6% through strategic initiatives.
 - Enhanced men's department sales by 4% through effective merchandising.
 - Recognized as Employee of the Month for outstanding performance.
 - Conducted new employee orientations, fostering a positive onboarding experience.

- Lead Manager Apr / 2023-Apr / 2024
Silver Lake Enterprises Seattle, WA
- Recruited and trained staff to create a high-performing sales environment.
 - Monitored sales metrics to ensure team members met performance expectations.
 - Addressed customer inquiries and resolved disputes professionally.
 - Managed scheduling and payroll for a team of 47 employees, optimizing labor costs.
 - Ensured operational compliance through regular equipment inspections.
 - Oversaw retail operations to enhance customer satisfaction and loyalty.

EDUCATION

- Bachelor of Business Administration Apr / 2022-Apr / 2023
University of Springfield Denver, CO
- Focused on management principles and strategic decision-making.