



AVA DAVIS

Retail Operations Manager

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PROFESSIONAL SUMMARY

Results-oriented Retail Operations Manager with 10 years of experience in enhancing store performance and driving significant revenue growth. Expertise in streamlining operations, optimizing inventory, and cultivating high-performing teams. Adept at implementing strategic initiatives that elevate customer satisfaction and operational excellence.

WORK EXPERIENCE

Retail Operations Manager II

📅 Jan / 2019-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Promoted from sales representative to Operations Manager at a new start-up winery store, overseeing all aspects of retail operations.
2. Implemented comprehensive sales strategies that led to a 30% increase in revenue within the first year.
3. Streamlined onboarding and training processes, enhancing team productivity and performance.
4. Authored training manuals that improved the quality of service provided by sales staff.
5. Collaborated with management to establish new customer service standards, resulting in higher satisfaction scores.
6. Developed and enforced internal controls that reduced inventory costs by 20%.
7. Created marketing tools for sales initiatives and effectively presented them at local real estate offices.

Retail Operations Manager II

📅 Jan / 2015-Jan / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Directed operations including employee training, inventory oversight, budgeting, and financial reporting.
2. Worked with cross-functional teams to enhance productivity and operational efficiency across departments.
3. Managed HR functions, including payroll, employee scheduling, and leave approvals.
4. Coordinated facility operations, including meeting logistics and safety compliance.
5. Increased efficiency in handling shipments and processing transactions by creating a best practices manual for SOPs.

EDUCATION

Bachelor of Business Administration

📅 Jan / 2012 - Jan / 2015

University of Phoenix

📍 Denver, CO

Focused on retail management and operational strategies.

SKILLS

Retail Operations Management



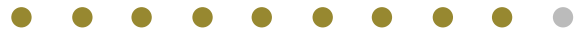
Sales Strategy Development



Team Leadership and Development



Operational Strategy Implementation



Supply Chain Management



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS



Fairness



Flexibility

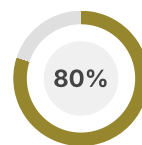


Forward-thinking

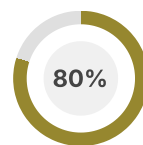


Gratitude

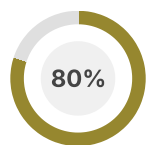
LANGUAGES



English



Swahili



Italian

ACHIEVEMENTS

- 🌟 Increased store sales by 25% year-over-year through targeted marketing strategies.
- 🌟 Reduced operational costs by 15% by implementing efficient inventory management systems.
- 🌟 Achieved a customer satisfaction score of over 90% through improved service protocols.