

Nyriah Nwagwu

Assistant Store Manager

✉ nyriah.nwagwu@gmail.com

☎ (181) 344-4973

📍 410 W Maple Ave, Mundelein, IL 000000

EDUCATION

High School Diploma at Maine West High School

Aug 2012 - May 2017

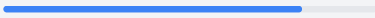
I've learned about a variety of subjects, including English, Math, Science, and History.

LINKS

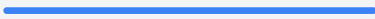
[linkedin.com/in/nyriahnwagwu](https://www.linkedin.com/in/nyriahnwagwu)

SKILLS

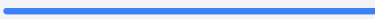
Communication



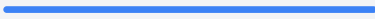
Customer service



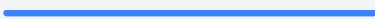
Interpersonal skills



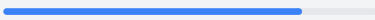
Leadership



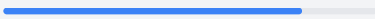
Organizational skills



Time management

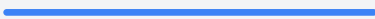


Problem solving

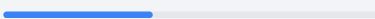


LANGUAGES

English



Arabic



HOBBIES

Organizing

Crafting

Reading

PROFILE

I am an assistant store manager with over 5 years of experience in the retail industry. I have a proven track record of increasing sales, reducing shrinkage, and improving customer satisfaction levels. I am a motivated leader who is able to train and develop my team to achieve success. I am also proficient in using various computer programs such as Microsoft Office and POS systems.

EMPLOYMENT HISTORY

● Assistant Store Manager II at Asst. Manager - T.J.Maxx, IL

Apr 2022 - Present

- Maintained store staffing at an optimal level while managing a high turnover rate.
- Reviewed and approved all associates' timecards on a daily basis.
- Monitored sales staff performance through weekly one-on-one meetings and regular coaching/feedback sessions.
- Implemented new floor plan layout which resulted in increased customer traffic flow by 20%.
- Achieved target budget for shrinkage, labor, inventory, and merchandise.

● Assistant Store Manager I at Asst. Manager - Dollar Tree, IL

Aug 2017 - Feb 2022

- Increased store sales by 12% through effective marketing and promotional initiatives.
- Women's apparel department increased sales by 20% due to successful merchandising.
- Achieved shrink reduction goal of 1.5%, below company average, through strong inventory management.
- Exceeded customer service goals, with Mystery Shop scores consistently at 4.5/5 or higher.
- Demonstrated leadership skills by training and mentoring new assistant managers.

CERTIFICATES

Certified Retail Manager (CRM)

May 2021

Certified Assistant Store Manager (CASM)

Nov 2019

MEMBERSHIPS

National Retail Federation

Retail Industry Leaders Association