# Terena Donalds

Big Box Store Manager

## 👤 Profile

A big box store manager with 5+ years of experience in overseeing daily operations and staff. Proven ability to increase sales, productivity, and customer satisfaction. Experienced in managing budgets, developing marketing strategies, and improving operational processes. Track record of reducing shrinkage through effective loss prevention measures. Strong interpersonal skills for motivating employees and building positive relationships with customers.

## 💼 Employment History

### Big Box Store Manager at Target, MD

May 2022 - Present

- Hired and managed a team of 50+ employees.
- Trained new employees in customer service and product knowledge.
- Scheduled employee shifts to ensure store coverage during high-traffic times.
- Monitored inventory levels and placed orders for new stock as needed.
- Oversaw daily operations of the store, including sales, returns,anking ,and merchandising.

### Assistant Big Box Store Manager at Walmart, MD

Aug 2017 - Apr 2022

- Hired and trained 5 new store employees.
- Missed sales targets by 2%.
- Resolved 85% of customer complaints without escalation.
- Championed a new product launch which resulted in an increase in sales by 4%.
- Implemented a successfully organized inventory management system.

## 🎓 Education

### High School Diploma at Towson University, MD

Sep 2012 - May 2017

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

## 📋 Certificates

### Certified Big Box Store Manager (CBBM)

Mar 2021

### Certified Retail Store Manager (CRSM)

Sep 2019

## 📋 Memberships

### National Retail Federation

### Retail Industry Leaders Association

## Details

terena.donalds@gmail.com

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## Links

linkedin.com/in/terenadonalds

## Skills

Communication

Customer service

Organization

Leadership

Time management

Problem solving

## Languages

English

French

## Hobbies

Organizing

Listening to music

Spending time with family