

TREENA SANTINA

Department Store Manager

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475 Putnam Ave, Brooklyn, NY 11221



PROFILE

I am a Department Store Manager with over 5 years of experience in the industry. I have successfully managed all aspects of store operations, including sales, customer service, human resources, and administration. I am an effective communicator and leader, with excellent organizational skills. I am able to work effectively under pressure and meet deadlines. I have a strong commitment to providing outstanding customer service and delivering results.

LINKS

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

SKILLS

Customer service

Sales

Merchandising

Inventory management

Store operations

Loss prevention

LANGUAGES

English

Russian

HOBBIES

Organizing

Decorating

Crafting

EMPLOYMENT HISTORY

Department Store Manager at Macy's, NY

May 2022 - Present

- Decreased inventory shrinkage by 2%.
- Increased customer satisfaction scores by 4%.
- Lowered staff turnover rate by 6%.
- Grew department sales by 10%.
- Achieved 95% compliance with company policies and procedures.

Assistant Department Store Manager at Lord & Taylor, NY

Jul 2017 - Apr 2022

- Oversaw store budget and successfully grew sales by 3% while keeping costs flat.
- Devised creative marketing campaigns that boosted holiday sales by 5%.
- Managed a team of 15 department managers and 200+ employees.
- Increased customer satisfaction scores from 78% to 82%.
- Lowered staff turnover rates from 30% to 25%.

EDUCATION

High School Diploma at New York High School

Sep 2013 - May 2017

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

CERTIFICATES

Certified Retail Manager (CRM)

Nov 2020

Certified Department Store Executive (CDSE)

Feb 2019

MEMBERSHIPS

National Retail Federation

Retail Industry Leaders Association