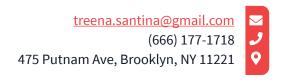
TREENA SANTINA

Department Store Manager



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

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