

Antoinett Falcioni

Retail Department Manager

✉ antoinett.falcioni@gmail.com

☎ (760) 621-8488

📍 1600 Pennsylvania Ave,
Washington, DC 20500

10645 W 114th Pl,
Westminster, CO 80021

1234 Elm Street, New York,
NY 10001

3514 Home Street, New
Orleans, Louisiana 70118

5643 Maple St, New
Orleans

Education

High School Diploma at Trinity High School, Louisville, KY

Sep 2013 - May 2017

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

Links

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

Skills

Communication

Customer service

Organization

Leadership

Time management

Sales skills

Merchandising

Profile

I managed a retail department for over 5 years. I was responsible for hiring, training, and scheduling employees. I also handled inventory management and merchandising. I developed strong relationships with customers and vendors alike. My experience has taught me how to handle difficult customer service issues as well as how to motivate a team of sales associates.

Employment History

Retail Department Manager at Kmart, KY

May 2022 - Present

- Successfully managed a team of 20+ employees in a high-volume retail setting.
- Exceeded sales goals by an average of 10% each quarter.
- Reduced employee turnover by 25% through improved training and development initiatives.
- Implemented new inventory management system that decreased shrinkage by 2%.
- Increased customer satisfaction scores by 4% points year over year.

Assistant Retail Department Manager at Walmart, KY

Aug 2017 - Mar 2022

- Cut labor costs by 15% through optimizing staffing and scheduling.
- Increased store sales by 8% through effective marketing and promotions.
- Improved customer satisfaction scores by 10%, leading to higher repeat business.
- Maintained inventory levels at or below company target, reducing shrinkage and loss.
- Managed a team of 20+ employees, developing key talent and succession planning.

Certificates

Certified Retail Manager (CRM)

Mar 2021

Certified Retail Operations Manager (CROM)

Jun 2019

Memberships

National Retail Federation

Retail Industry Leaders Association