

JEANNE SMITHIES

Retail Manager

jeanne.smithies@gmail.com

521-701-7619

600 Crosby Boulevard, Midwest City, OK
73110



PROFILE

A retail manager with 4+ years experience managing physical stores and ecommerce platforms. I have a proven track record of increasing sales and profits while reducing costs. I am an effective leader and motivator who can get the best out of my team. I am also an expert in customer service, loss prevention, stock management, merchandising, marketing, and store operations.

LINKS

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

SKILLS

Leadership

Communication

Organization

Customer service

Problem solving

Adaptability / Flexibility

LANGUAGES

English

French

EMPLOYMENT HISTORY

● Retail Store Manager at Walmart

Feb 2022 - Present

- Increased sales by 22% through effective management and leadership of team.
- Cut expenses by 13% through proactive cost-saving initiatives.
- Developed efficient systems and structures to streamline operations and reduce wastefulness across the organization.
- Implemented new customer service standards that led to a 32% increase in customer satisfaction ratings.

● Assistant Retail Manager at Target

Jul 2019 - Dec 2021

- Increased sales by 22% over a 12-month period.
- Decreased customer complaints by 25% over a 6-month period.
- Developed and implemented new Participation training program that resulted in 60% employee satisfaction ratings.
- Led store to be top performing location in the district/region for 3 consecutive months.

EDUCATION

High School Diploma at Rice High School, Houston, TX

Aug, 2015 - May 2019

I learned how to manage businesses and people.

CERTIFICATES

Customer Service (CS), AppleCare

Oct 2020

Sales Management (SM)

Jul 2019

Retail Operations (RO)

Oct 2017

Store Management (SM), JB Hi-Fi