

Malik Steinhaus

Retail Operations Manager

Profile

A retail operations manager with over 5 years of experience overseeing day-to-day store operations. Proven ability to increase productivity and efficiency through process improvements and team management. Strong analytical skills used to identify sales trends, develop marketing plans, and optimize stock levels. Excellent communication abilities that foster a positive working environment and drive results from employees.

Employment History

Retail Operations Manager at Express, TN

Jun 2022 - Present

- Led a team of 10 employees and achieved monthly sales targets.
- Implemented new inventory management system which improved stock accuracy by 5%.
- Analyzed data to optimize store layout and flow, increasing customer satisfaction scores by 2%.
- Trained staff on product knowledge and features resulting in 15% increase in upselling rate.
- Negotiated better payment terms with suppliers which saved the company \$12,000 annually.

Retail Operations Manager II at Old Navy, TN

Sep 2017 - May 2022

- Hired and trained a team of 15 retail sales associates, resulting in a 20% increase in sales.
- Implemented new stock management system that reduced inventory levels by 10%.
- Negotiated contracts with suppliers that saved the company \$5,000 per month.
- Led store re-branding initiative that increased customer traffic by 25%.
- Redesigned the layout of the store which resulted in a 5% increase in average ticket size.

Certificates

Certified Retail Operations Manager (CROM)

Oct 2020

Certified Retail Store Manager (CRSM)

Jul 2019

Memberships

National Retail Federation

Retail Industry Leaders Association

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📍 2512 Berrywood Drive, Nashville, TN 37207

Education

High School Diploma at Middle Tennessee State University, TN

Aug 2013 - May 2017

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

Links

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

Skills

Retail Management

Customer Service

Sales

Merchandising

Inventory Management

Store Operations

Languages

English

German

Hobbies

Organizing and decluttering

Baking and cooking

Gardening