

Darcelle Delaplaine

Retail

Profile

An outgoing, professional individual with years of retail experience. A successful track record in sales, customer service and team management. I am a motivated self-starter who is always looking for new opportunities to learn. My goal is to use my skills and knowledge to contribute to the success of the company while providing excellent customer service at all times.

Employment History

Store manager at Macys - California

May 2022 - Present

- Helped increase sales by 10% year over year
- Cut costs by 5% compared to previous years
- Increased customer satisfaction ratings by 2 points
- Opened 3 new stores in high-traffic areas
- Trained and developed 20 new employees

Assistant store manager at Saks Fifth Avenue - New York

Aug 2019 - Mar 2022

- Increased sales by 10% due to successful implementation of new marketing strategies
- Reduced operational costs by 15% through process improvements and automation
- Increased customer satisfaction ratings by 5%, leading to increased loyalty and repeat business
- Grew online sales channel 500% year-over-year
- Cut inventory levels 25%

Certificates

CompTIA A+ certification (A+), CompTIA

Dec 2020

Apple Certified Macintosh Technician (ACMT), Apple

Aug 2019

Microsoft Certified Solutions Associate – Retail Management System (MCSA-RMST), MCSA-RMST

Mar 2018

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📍 8325 Northwest 19th Street,
Oklahoma City, OK 73127

Education

Bachelor of Science in Retail Management at University of Notre Dame, Notre Dame, IN

Sep 2014 - May 2019

I learned how to use different retail software, how to manage a team of employees, and how to run a retail business.

Links

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

Skills

POS (point of sale) systems

Inventory management

Store security

Data analysis

Customer service

Visual merchandising

Loss prevention

Languages

English

Bengali