

Mavin Kamanu

Retail Sales Manager

Profile

I have over 5 years of experience as a Retail Sales Manager. I am an expert in sales operations and managing retail teams. I have a proven track record in increasing sales and profits for my company. I am passionate about providing excellent customer service and creating a positive shopping experience for customers. I am also skilled at training and developing employees to their fullest potential.

Employment History

Retail Sales Manager at Kohl's, NH

Mar 2022 - Present

- Achieved store sales goals by 15% - supervised a team of 8 retail associates.
- Exceeded customer satisfaction targets by 5% - managed 20+ customer complaints per week.
- Trained and developed 3 new employees - wrote quarterly development plans for each individual.
- Implemented weekly promotional campaigns that increased foot traffic by 10% on average.

Retail Sales Associate at Macy's, NH

Jul 2017 - Jan 2022

- Achieved daily sales goals 75% of the time.
- Exceeded monthly personal sales goal by 10%.
- Increased customer satisfaction scores from 85% to 92%.
- Actively upsold merchandise, resulting in a 20% increase in average sale value.
- Trained two new retail sales associates on company policies and procedures.

Education

High School Diploma at The Derryfield School, Manchester, NH

Sep 2013 - May 2017

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

Certificates

Certified Retail Sales Manager (CRSM)

Mar 2021

Certified Retail Operations Manager (CROM)

Apr 2019

Memberships

National Retail Federation

Retail Industry Leaders Association

Details

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Links

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

Skills

Communication

Customer service

Sales

Leadership

Organization

Time management

Motivation

Languages

English

Urdu

Hobbies

Organizing and cleaning

Listening to music

Watching television