

# Debra Cloney

Store Operations Manager

## Profile

Over five years of experience in store operations management. Expertise in organizing stores, stocking shelves, and merchandising displays. Proven ability to resolve customer complaints and maximize sales opportunities. Demonstrated leadership skills with the ability to motivate team members to meet or exceed performance goals. Committed to providing excellent customer service and building long-term relationships with customers

## Employment History

### Store Operations Manager at Walmart, MO

May 2022 - Present

- Streamlined store operations, reducing labor costs by 10%.
- Increased inventory turnover by 15% through improved purchasing processes.
- Decreased shrinkage by 25% through tighter controls and better training.
- Improved customer satisfaction scores by 5 points.
- Implemented cost-saving initiatives that reduced expenses by \$50,000 per year.

### Assistant Store Operations Manager at Target, MO

Jul 2017 - Mar 2022

- Cut labor costs by 15% through more efficient scheduling.
- Implemented new inventory management system that lowered product loss by 3%.
- Trained and developed a team of 5 assistant managers, resulting in an overall increase in sales productivity by 10%.
- Negotiated with vendors to lower prices on specific high volume products, resulting in increased profitability for the store on those items.
- Developed and executed a marketing plan that increased foot traffic into the store during slow periods by 25%.

## Certificates

### Certified Retail Store Manager (CRSM)

Jan 2021

### Certified Retail Operations Manager (CROM)

Jan 2020

## Memberships

American Management Association

National Retail Federation

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## Education

### High School Diploma at Montgomery County High School, Missouri

Sep 2013 - May 2017

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

## Links

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

## Skills

Store Operations

Management

Communication

Organization

Customer Service

Sales

Marketing

## Languages

English

Portuguese