

Palestine Klopper

Retail Store Manager

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☎ (355) 537-1661

📍 Sutter St, San Francisco, CA
94109

Education

High School Diploma at San Francisco High School

Aug 2013 - May 2017

I've learned about a variety of subjects in high school, from English and Math to Science and Social Studies.

Links

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

Skills

Customer service

Sales

Merchandising

Inventory management

Store operations

Loss prevention

Languages

English

French

Hobbies

Organizing

Decorating

Crafting

Profile

I have over 5 years of experience as a Retail Store Manager. I am responsible for the day-to-day operations of the store, including supervising employees, managing inventory, and providing customer service. I have a proven track record of increasing sales and profitability through effective management techniques. In addition, I am skilled in training and developing staff to reach their full potential.

Employment History

Retail Store Manager at Macy's, CA

May 2022 - Present

- Hired and trained a team of 25 employees.
- Opened 3 new stores in prime locations.
- Achieved sales goals by an average of 10% each month.
- Reduced shrinkage by 2% each month.
- Implemented a new loyalty program that increased customer retention by 5%.

Assistant Retail Store Manager at Bloomingdale's, CA

Sep 2017 - Apr 2022

- Increased sales by 10% through effective marketing and promotional strategies.
- Developed and implemented new customer service initiatives that resulted in a 5% increase in customer satisfaction.
- Decreased store shrinkage by 2% through improved security measures.
- Trained and developed a team of 20 employees which resulted in increased productivity and morale.
- Planned and executed successful in-store events that generated additional foot traffic and sales.

Certificates

Certified Retail Store Manager (CRSM)

Sep 2020

Certified Retail Operations Manager (CROM)

Mar 2019

Memberships

National Retail Federation

Retail Industry Leaders Association