

Helen Harper

Store Manager

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A well-rounded Store Manager, with expertise in retail management and customer service. Possesses a proven ability to direct and improve store operations within dynamic, fast-paced retail environments. A skilled leader who listens and builds quality relationships with colleagues and customers. Takes pride in demonstrating the energy, drive, and resilience necessary to achieve targets in challenging environments. Currently looking for a retail management position that will benefit from a natural aptitude for leadership and strong retail sector knowledge.

Key Skills

- Store management
- Operations management
- Sales management
- Decision making
- Recruitment and training
- Fairness and patience
- Sales analysis
- Commercial awareness
- Communication

Employment History

Tesco, Skipton
Store Manager

2018 – Present

Recruiting, training, and coaching a team of 8 who are passionate and knowledgeable about the products in store, build our brand, and provide customers with the right range, quality, and service to ensure that they keep coming back.

- Improved customer satisfaction by 22% by attending to customer feedback
- Led the team in driving trade activity using retail and product expertise, growing YoY sales by 17%
- Trained 24% of the team in security tools, to ensure that the store is always trading legally and is safe
- Delivered monthly store-wide training programmes across departments which improved team morale

Tesco, Skipton
Checkout Manager

2015 – 2018

Recruited and trained a highly energised team of Checkout Operators and coordinated the team to consistently deliver outstanding service focused on the customer experience.

- Received an outstanding achievement award for attaining 90% staff retention in 2017
- Achieved a substantial reduction in stock losses of 25% YoY
- Maintained health and safety standards to achieve 5 stars in audits

Tesco, Skipton
Customer Service Advisor

2013 – 2015

Supported the selling floors and wider branch by communicating positively with colleagues and customers. Coached less-experienced colleagues and resolved customer complaints.

- Supplied great customer service, due to extensive product and store knowledge
- Replenished fresh stock consistently before peak times, creating a positive customer experience and high availability
- Handled cash and card transactions accurately in accordance with set procedures

Tesco, Skipton
Customer Service Assistant

2010 – 2013

Focused on customer service excellence and served shoppers better every day by greeting, serving, and resolving enquiries.

Education and Qualifications

A-Levels, Skipton Sixth Form College, 2010

4 A-Levels in Maths, Business, Computing, and Economics (Grades A-C)

GCSEs, Skipton Secondary School, 2008

10 GCSEs, including Maths and English

TopCV