

Jamal Rodriguez

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SUMMARY

Dynamic and results-oriented Assistant Store Manager with over 8 years of experience in retail management. Proven ability to drive sales, enhance customer satisfaction, and optimize operations through strategic leadership and team development.

EXPERIENCE

Senior Assistant Store Manager

Jan 2022 - Present

Target, Los Angeles, CA

- Increased store sales by 25% over 12 months through effective merchandising and customer engagement strategies.
- Achieved a 30% reduction in operational costs by streamlining inventory management processes and implementing a new stock tracking system.
- Trained and mentored a team of 15 staff members, improving employee retention rates by 15%.

Assistant Store Manager

Mar 2018 - Dec 2021

Walmart, Los Angeles, CA

- Led a team to achieve \$1M in annual sales growth through aggressive promotions and enhanced customer service.
- Implemented a new scheduling system that improved staff efficiency by 20%, reducing labor costs.
- Developed in-store training programs, resulting in a 40% increase in customer satisfaction scores.

Lead Sales Associate

Jun 2015 - Feb 2018

Best Buy, Los Angeles, CA

- Consistently exceeded sales targets by 15% through personalized customer service and product recommendations.
- Assisted in the rollout of a new POS system, resulting in a 10% reduction in transaction times.
- Trained new employees on sales techniques, contributing to a more knowledgeable and effective sales team.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Inventory Management, Sales Forecasting, Customer Relationship Management (CRM), Data Analysis

Tools & Frameworks: Microsoft Excel, SAP, Salesforce, Tableau