

Jordan A. Patel

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SUMMARY

Dynamic and results-oriented Senior Retail Manager with over 8 years of experience in driving sales growth and optimizing store operations. Proven track record in team leadership and implementing strategic initiatives that enhance customer satisfaction and profitability.

EXPERIENCE

Senior Retail Manager

Jan 2022 - Present

Target, Los Angeles, CA

- Increased annual sales by 20%, achieving \$4M in revenue through strategic merchandising and improved customer engagement.
- Implemented staff training programs that resulted in a 30% reduction in employee turnover over two years.
- Leveraged data analytics tools to optimize inventory management, reducing excess stock by 15%.

Retail Manager

Jun 2019 - Dec 2021

Walmart, Los Angeles, CA

- Led a team of 50+ staff, achieving a customer service satisfaction score of 95% during my tenure.
- Drove a 15% increase in store foot traffic through targeted marketing campaigns and promotional events.
- Streamlined operations leading to a 10% reduction in operational costs, saving \$250K annually.

Assistant Retail Manager

Mar 2017 - May 2019

Best Buy, Los Angeles, CA

- Supported store manager in increasing quarterly sales by 25%, contributing to top sales performance in the region.
- Assisted in developing a new layout design that improved product visibility and increased average transaction value by 18%.
- Participated in the implementation of a new ERP system, enhancing order processing efficiency by 35%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

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

SKILLS

Technical Skills: Sales Analytics, Inventory Management, Customer Relationship Management (CRM), Data-Driven Decision Making

Tools & Frameworks: Microsoft Excel, Tableau, Salesforce, Oracle Retail