

Aisha Muhammad

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SUMMARY

Results-driven Store Manager with over 5 years of experience in retail management. Proven track record of increasing sales and improving customer satisfaction through strategic leadership and operational efficiency.

EXPERIENCE

Store Manager

Jan 2022 - Present

Retail Solutions Inc., Los Angeles, CA

- Increased store sales by 25% year-over-year through targeted marketing strategies and enhanced customer engagement.
- Implemented a new inventory management system that reduced stock discrepancies by 40%, saving the company approximately \$50,000 annually.
- Trained and developed a team of 15 employees, resulting in a 30% improvement in customer service ratings.

Assistant Store Manager

Mar 2019 - Dec 2021

ShopSmart, Los Angeles, CA

- Assisted in driving a 20% increase in monthly sales through effective merchandising and promotional strategies.
- Streamlined store operations, reducing employee turnover by 15% through improved onboarding and training programs.
- Maintained a 95% customer satisfaction score by implementing customer feedback initiatives.

Sales Associate

Jun 2016 - Feb 2019

Trendy Apparel, Los Angeles, CA

- Achieved top sales associate status for 6 consecutive quarters by exceeding sales targets by an average of 40%.
- Contributed to a store-wide sales increase of 15% by providing exceptional customer service and product knowledge.
- Assisted in visual merchandising efforts, enhancing overall store presentation and customer experience.

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), Visual Merchandising

Tools & Frameworks: Square POS, Shopify, Microsoft Excel