

Zoila Fladeland

Assistant Store Manager

Profile

Results-driven Assistant Store Manager with 2 years of experience in retail management, committed to delivering exceptional customer service and fostering a high-performance team culture. Skilled in inventory control, staff training, and visual merchandising. Proven ability to drive sales, optimize store operations, and build lasting customer relationships. Adept at leveraging strong communication and problem-solving skills to effectively resolve customer concerns and enhance overall store performance.

Employment History

Assistant Store Manager at Walmart, MI

May 2023 - Present

- Successfully increased overall store sales by 15% in one year through effective team training and strategic merchandising initiatives.
- Streamlined inventory management processes, reducing stock discrepancies by 25% and improving on-shelf availability by 10%.
- Enhanced employee retention rate by 20% through the implementation of targeted training programs and fostering a positive work environment.
- Reduced customer complaints by 30% by implementing new customer service protocols and ensuring timely resolution of issues.

Associate Assistant Store Manager at Target, MI

Jul 2021 - Mar 2023

- Successfully increased overall customer satisfaction by 15% within the first year by implementing new employee training programs and enhancing customer service standards.
- Boosted store sales by 12% in the second quarter of 2020 through strategic merchandise displays, targeted promotions, and improved inventory management, resulting in a total revenue increase of \$200,000 for the period.
- Led a team of 30 employees to achieve a 98% on-time task completion rate, resulting in a 10% reduction in overtime costs and improved overall store operations efficiency.

Education

Associate of Applied Science in Retail Management at Macomb Community College, Warren, MI

Sep 2016 - May 2021

Relevant Coursework: Retail Operations, Customer Service, Marketing, Merchandising, Inventory Management, Financial Accounting, Human Resources, and Business Communications.

Certificates

Certified Retail Store Manager (CRSM)

Jul 2021

Details

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Links

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

Skills

Inventory Management

Staff Training

Customer Service

Sales Forecasting

Visual Merchandising

Loss Prevention

Budget Planning

Languages

English

Italian

Hobbies

Photography

Gardening

Cooking