

MICHELLA SCHLIESMAN

Counter Manager

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CO 80921



PROFILE

Results-oriented Counter Manager with 1 year of experience in driving sales and providing exceptional customer service. Adept at building strong relationships, training and supervising team members, and implementing strategies to enhance sales performance. Committed to leveraging excellent product knowledge and maintaining a well-organized and visually appealing counter environment to maximize customer satisfaction and revenue growth.

LINKS

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

SKILLS

Inventory Management

Sales Forecasting

Conflict Resolution

Team Leadership

Customer Relationship
Management (CRM)

Performance Analysis

Time Management

LANGUAGES

English

Arabic

HOBBIES

EMPLOYMENT HISTORY

Counter Manager at Sephora, CO

May 2023 - Present

- Increased overall customer satisfaction by 30% in 2019 by implementing a more personalized approach to client consultations, leading to a higher rate of repeat customers and positive feedback.
- Boosted sales revenue by 25% in 2020 through strategic product promotion and effective team collaboration, resulting in Sephora CO achieving its highest annual sales figures to date.
- Successfully trained and mentored 10 new counter employees over the course of 2018-2020, contributing to a 15% increase in overall store efficiency and a 10% reduction in employee turnover.
- Spearheaded a store-wide inventory management overhaul in 2019, resulting in a 20% reduction in product waste and a 10% increase in overall stock accuracy.

Assistant Counter Manager at Nordstrom, CO

Jul 2022 - Mar 2023

- Successfully exceeded sales targets by 20% in Q1 and Q2, contributing to an overall increase of 15% in the department's annual sales revenue.
- Implemented a new customer relationship management system that resulted in a 25% increase in repeat customers and a 10% improvement in customer satisfaction ratings.
- Trained and mentored four new team members who went on to achieve an average of 110% of their individual sales goals within their first three months at Nordstrom, CO.
- Streamlined inventory management processes, reducing stock discrepancies by 30% and improving product availability for customers by 15%.

EDUCATION

Associate of Applied Science in Retail Management at Front Range Community College, Westminster, CO

Sep 2018 - May 2022

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

CERTIFICATES

Certified Counter Manager (CCM)

Oct 2021