



## PROFILE

Highly motivated and experienced Store Manager with over 3 years of experience in retail management. Demonstrated success in recruiting, training, and motivating sales teams to increase customer satisfaction and sales. Skilled in analyzing market trends and customer behavior to develop and implement effective strategies to maximize sales productivity. Experienced in developing and improving operational processes to increase efficiency, reduce costs, and ensure compliance with all applicable regulations and laws. Proven ability to build and maintain strong relationships with customers, vendors, and other stakeholders.

## LINKS

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

## SKILLS

Leadership

Customer Service

Communication

Problem Solving

Organization

Teamwork

Time Management

## LANGUAGES

English

Indonesian

## EMPLOYMENT HISTORY

### ● Store Manager at Walmart, WY

Jan 2023 - Present

- Improved store sales by 10% in 1 year. Through the implementation of new customer service initiatives, I increased the store's sales by 10%, resulting in a significant overall financial gain for the store.
- Increased customer satisfaction by 15%. By introducing a new customer loyalty program and implementing additional customer service training, I was able to increase customer satisfaction ratings by 15%.
- Reduced employee turnover by 20%. Through the introduction of an employee rewards program and improved communication between management and staff, I was able to reduce employee turnover by 20%.
- Developed store budget that reduced expenses by \$25,000. By developing a detailed store budget, I was able to identify areas of waste and reduce expenses by \$25,000 annually.

### ● Assistant Store Manager at JCPenney, WY

Sep 2020 - Nov 2022

- Increased store sales by 10% year-over-year: Utilizing innovative marketing techniques and strategic planning, I was able to successfully increase store sales by 10% year-over-year. This was accomplished by creating a customer-centric environment, increasing customer loyalty, and expanding product offerings.
- Improved JCPenney customer experience ratings by 15%: Through the implementation of customer service initiatives and training programs, I was able to improve customer experience ratings by 15%. This led to an increase in customer satisfaction and loyalty.
- Cut labor costs by 7%: Through careful scheduling and monitoring of payroll, I was able to reduce labor costs by 7%, while still maintaining high levels of customer service and satisfaction.
- Developed and implemented successful in-store promotions: I developed and implemented successful in-store promotions that increased customer traffic and sales. These promotions included special discounts, giveaways, and other creative ideas that attracted customers and drove sales.

## EDUCATION

### Associate's Degree in Business Management at Laramie County Community College, Cheyenne, WY

Aug 2016 - May 2020

Relevant Coursework: Principles of Management, Business Law, Business Communications, Financial Accounting, Economics, and Marketing.

## CERTIFICATES

Certified Retail Manager (CRM)