

# MERTICE DUCKWILER

Floor Manager

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123 Aloha Street, Honolulu, HI 96815



## PROFILE

Results-oriented Floor Manager with 1 year of experience in streamlining operations, enhancing efficiency, and maximizing customer satisfaction. Adept at team leadership, inventory management, and staff training, demonstrating a strong commitment to delivering exceptional service and fostering a positive work environment. Skilled in problem-solving, conflict resolution, and multitasking to ensure smooth daily operations. Eager to contribute to business growth and success through effective floor management.

## LINKS

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

## SKILLS

Scheduling

Inventory management

Conflict resolution

Team leadership

Customer service

Sales forecasting

Staff training

## LANGUAGES

English

Russian

## HOBBIES

## EMPLOYMENT HISTORY

### ● Floor Manager at Hawaiian Carpet One Floor & Home, HI

May 2023 - Present

- Successfully increased sales by 15% within the first year of management, resulting in a revenue growth of \$500,000 for Hawaiian Carpet One Floor & Home.
- Implemented a new staff training program that led to a 25% decrease in customer complaints and a 10% increase in repeat business within six months.
- Streamlined floor operations, reducing average project completion times by 20% and increasing overall team efficiency by 15%.

### ● Assistant Floor Manager at American Floor & Home Hawaii, HI

Jul 2022 - Apr 2023

- Successfully increased sales by 25% within the first year by implementing effective marketing strategies and providing exceptional customer service, resulting in a significant boost in revenue for American Floor & Home Hawaii.
- Streamlined inventory management processes, reducing excess stock by 30% and improving overall efficiency in product turnover, leading to a more organized and visually appealing showroom floor.
- Trained and mentored a team of 10 sales associates, increasing their individual sales performances by an average of 15% and contributing to the overall growth and success of the company.
- Implemented a new scheduling system that reduced labor costs by 20%, while maintaining optimal staffing levels and ensuring excellent customer service during peak business hours.

## EDUCATION

### Bachelor of Business Administration in Hospitality Management at University of Hawaii at Manoa, HI

Aug 2018 - May 2022

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Hotel and Resort Management, Hospitality Marketing, Event Planning and Management, Financial Accounting, Human Resource Management, and Tourism and Travel Management.

## CERTIFICATES

### Certified Retail Store Manager (CRSM)

May 2022

### Certified Professional in Supply Management (CPSM)

Feb 2021