

# Lailanie Sister

Retail District Manager

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## EDUCATION

### Bachelor of Business Administration in Retail Management at Texas State University, San Marcos, TX

Sep 2014 - May 2018

Relevant Coursework: Retail Operations, Merchandising, Supply Chain Management, Consumer Behavior, Marketing Strategies, Financial Analysis, Human Resource Management, and Business Analytics.

## LINKS

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

## SKILLS

Budgeting

Merchandising

Staffing

Sales forecasting

Inventory management

Customer relations

Performance analysis

## LANGUAGES

English

Dutch

## HOBBIES

Photography

## PROFILE

Results-driven Retail District Manager with 5 years of experience in optimizing store performance, enhancing customer satisfaction, and increasing revenue across multiple locations. Adept at leading teams, implementing operational improvements, and driving sales growth through strategic planning and data analysis. Proven ability to exceed goals, boost brand reputation, and foster long-term relationships with clients and vendors. Demonstrated expertise in staff training, inventory management, and budget control. Committed to excellence and driving success in fast-paced retail environments.

## EMPLOYMENT HISTORY

### ● Retail District Manager at Walmart, TX

Feb 2023 - Present

- Implemented a comprehensive training program for store managers across 15 Walmart locations in Texas, leading to a 25% increase in overall customer satisfaction ratings and a 20% reduction in employee turnover within one year.
- Successfully oversaw the opening of three new Walmart stores in Texas, resulting in an additional \$30 million in annual revenue and creating over 400 new jobs in the local communities.
- Developed and executed a district-wide inventory management system, leading to a 10% reduction in stock discrepancies and contributing to a 5% increase in overall sales for the fiscal year.

### ● Assistant Retail District Manager at Target, TX

Aug 2018 - Jan 2023

- Implemented new employee training program, resulting in a 25% reduction in onboarding time and an increase in overall employee satisfaction scores by 15%.
- Successfully increased average store sales by 18% within the district, leading to a \$1.2 million increase in annual revenue.
- Reduced district wide inventory shrinkage by 30% through improved loss prevention strategies and staff training, saving the company over \$500,000 annually.
- Launched a district-wide customer service initiative, leading to a 10% increase in customer satisfaction ratings and a 5% increase in customer retention.

## CERTIFICATES

### Certified Retail District Manager (CRDM)

Feb 2022

### Certified Professional in Supply Management (CPSM)

May 2020

## MEMBERSHIPS

National Retail Federation (NRF)