

# Karlei Magaldi

## Retail Operations Manager

Results-driven Retail Operations Manager with 5 years of experience in optimizing store performance, increasing sales, and improving customer satisfaction. Strong expertise in inventory management, staff training, and developing effective sales strategies. Proven track record of implementing cost-saving initiatives while maintaining high-quality service standards. Skilled at fostering a positive work environment that encourages teamwork and drives business growth.

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### Education

**Bachelor of Business Administration in Retail Management at Virginia Tech, Blacksburg, VA**

Sep 2013 - May 2018

Relevant Coursework: Retail Operations, Merchandising, Store Management, Supply Chain Management, Consumer Behavior, Marketing, Financial Management, E-commerce, and Human Resource Management.

### Links

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

### Skills

Inventory Management

Staff Training

Sales Forecasting

Customer Service

Loss Prevention

Visual Merchandising

Budget Planning

### Employment History

#### Retail Operations Manager at Walmart, VA

Mar 2023 - Present

- Implemented a new inventory management system, resulting in a 20% reduction in stock discrepancies and a 15% improvement in overall stock turnover.
- Successfully led the launch of a new store layout, increasing average customer spend by 10% and boosting customer satisfaction ratings by 8%.
- Oversaw the training and development of a team of 50+ staff members, leading to a 25% decrease in employee turnover and a 30% increase in sales performance within the first year.

#### Assistant Retail Operations Manager at Target, VA

Aug 2018 - Feb 2023

- Successfully managed a team of 25 employees, resulting in a 15% increase in overall productivity and a 10% reduction in employee turnover within the first year.
- Streamlined inventory management processes, leading to a 20% reduction in excess stock and a 5% increase in sales due to improved product availability on the sales floor.
- Implemented a new employee training program, which led to a 30% decrease in customer complaints and a 7% increase in customer satisfaction ratings within six months.

### Certificates

#### Certified Retail Operations Professional (CROP)

Jul 2021

#### International Retail and Merchandise Management Certification (IRMMC)

Oct 2019

### Memberships

National Retail Federation (NRF)

Retail Industry Leaders Association (RILA)