

# Choua Doutre

Retail Specialist

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📍 123 Elm Street, Lincoln, NE 68508

## EDUCATION

### Associate of Applied Science in Retail Management at Southeast Community College, Lincoln, NE

Sep 2017 - May 2022

Relevant Coursework: Retail Operations, Marketing and Sales, Inventory Management, Customer Service, Human Resources Management, Supply Chain Management, Merchandising, Business Finance, and Store Management.

## LINKS

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

## SKILLS

Inventory Management

POS Operation

Customer Relationship

Visual Merchandising

Loss Prevention

Sales Techniques

Product Knowledge

## LANGUAGES

English

Dutch

## HOBBIES

Photography

Gardening

## PROFILE

Results-driven Retail Specialist with 1 year of experience in providing exceptional customer service and driving sales in fast-paced retail environments. Adept at product merchandising, inventory management, and effective sales techniques. Strong communicator with a proven ability to build rapport and foster customer loyalty. Committed to enhancing the shopping experience and contributing to store success.

## EMPLOYMENT HISTORY

### ● Retail Specialist at Nebraska Furniture Mart, NE

Mar 2023 - Present

- Increased monthly sales by 25% within the first year, resulting in an additional \$50,000 in revenue for Nebraska Furniture Mart, NE.
- Successfully managed a team of 10 sales associates, improving overall customer satisfaction ratings by 15% and reducing employee turnover by 20%.
- Implemented new inventory management system, reducing stock discrepancies by 30% and increasing product availability for customers.
- Organized and executed a promotional event, drawing in over 500 new customers and generating \$75,000 in sales during a single weekend.

### ● Associate Retail Specialist at Scheels, NE

Jul 2022 - Jan 2023

- Successfully increased sales in the footwear department by 15% in one quarter, through effective product merchandising and exceptional customer service.
- Developed and implemented a new employee training program that reduced onboarding time by 25% and increased overall staff productivity by 10%.
- Led a team of 5 associates to achieve the highest customer satisfaction rating in the store, with a 98% positive feedback score on post-purchase surveys.

## CERTIFICATES

### Certified Retail Specialist (CRS)

Jul 2021

### Certified Customer Service Professional (CCSP)

Mar 2020

## MEMBERSHIPS

National Retail Federation (NRF)

Retail Industry Leaders Association (RILA)