

# Cora Furness

## Store Supervisor

### Profile

Results-driven Store Supervisor with 1 year of experience in optimizing retail operations, managing teams, and driving sales growth. Adept at implementing effective merchandising strategies, streamlining processes, and ensuring exceptional customer service. Committed to staff development and fostering a positive work environment to maximize employee engagement and productivity.

### Employment History

#### Store Supervisor at Walmart, LA

May 2023 - Present

- Increased overall store sales by 15% in 2019, resulting in an additional \$1.2 million in revenue for the Walmart LA branch.
- Successfully reduced employee turnover rate by 25% in 2018 through effective hiring, training, and employee engagement initiatives, leading to increased store productivity and efficiency.
- Implemented a new inventory management system in 2017 that reduced stock discrepancies by 40% and improved stock replenishment times by 30%, ensuring optimal product availability for customers.
- Led a team of 50 store associates to achieve a 95% customer satisfaction rating in 2020, contributing to an 8% increase in repeat customers and a 10% growth in customer recommendations.

#### Assistant Store Supervisor at Target, LA

Jul 2022 - Apr 2023

- Successfully increased overall store sales by 15% within the first year of joining the team, by implementing effective merchandising strategies and enhancing customer experience.
- Streamlined inventory management processes, resulting in a 20% reduction in stock discrepancies and a 10% improvement in stock replenishment times.
- Led a team of 25 employees to achieve the highest customer satisfaction rating in the district (95%) through consistent coaching, feedback, and performance monitoring.
- Reduced employee turnover by 30% within the first six months by initiating a comprehensive staff training and development program, fostering a positive work environment, and promoting employee engagement.

### Certificates

#### Certified Retail Store Manager (CRSM)

Apr 2022

✉ [cora.furness@gmail.com](mailto:cora.furness@gmail.com)

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📍 1234 Magnolia Lane, Baton Rouge, LA 70808

### Education

#### Associate of Applied Science in Retail Management at Louisiana State University, Baton Rouge, LA

Aug 2018 - May 2022

Relevant Coursework: Retail Operations, Inventory Management, Sales and Customer Service, Marketing Strategies, Retail Technologies, Merchandising, Store Layout and Design, Financial Management, and Human Resources.

### Links

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

### Skills

Inventory management

Conflict resolution

Time management

Team leadership

Customer service

Sales forecasting

Employee training

### Languages

English

Russian