

# Lillie Cade

Apparel Supervisor

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☎ (650) 230-0116

📍 Concord, NH

## Education

**Associate Degree in Apparel Design and Merchandising at Manchester Community College, Manchester, NH**

Sep 2017 - May 2021

Relevant Coursework: Textiles, Apparel Construction, Fashion Design, Merchandising and Retail, Computer-Aided Design, and Product Development.

## Links

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

## Skills

Leadership

Communication

Problem-solving

Organization

Time Management

Decision Making

Teamwork

## Languages

English

Bengali

## Hobbies

Gardening

Cooking

## Profile

I am an experienced Apparel Supervisor with over 2 years' experience leading a team of enthusiastic sales associates in a fast-paced retail environment. I am highly organized, efficient, and have a strong eye for detail. My ability to problem-solve and lead a team has enabled me to effectively manage a variety of tasks, while providing exceptional customer service. My strengths include motivating staff, implementing new procedures, and developing an efficient visual merchandising system. I have a proven track record of increasing sales, improving customer satisfaction, and driving business performance.

## Employment History

### Apparel Supervisor at Macy's, NH

Oct 2022 - Present

- Achieved a 15% increase in sales volume within 3 months: As Apparel Supervisor at Macy's, NH I implemented new customer service initiatives that resulted in an increased focus on client satisfaction. This led to a 15% boost in overall apparel sales over the course of three months.
- Developed successful training program for staff: To ensure quality customer service and maximize efficiency, I developed my own comprehensive employee training program which included detailed instruction manuals as well as hands-on practice sessions with experienced supervisors. The result was higher morale among employees due to their improved understanding of job expectations and greater confidence when interacting with customers.
- Reduced inventory shrinkage by 20%: By instituting stricter security protocols such as requiring all personnel check out merchandise before leaving the store floor, we were able to reduce losses from theft or other damages by 20%. Additionally this also enabled us more accurate real time tracking of our stock levels resulting better planning decisions regarding restocking needs based off actual data rather than guesswork estimates .
- Increased operational productivity 40%: Through streamlining processes like daily opening/closing procedures; delegating tasks throughout departments accurately so no one felt overwhelmed; creating online interfaces for easier access between departments etc., efficient communication became much smoother leading up to an impressive 40 % improvement rate across operations compared pre implementation figures.

### Assistant Apparel Supervisor at Kohl's, NH

Sep 2021 - Sep 2022

- Increased sales by 25% in the apparel department through effective staff management and customer service initiatives.
- Implemented new visual merchandising standards that improved store layout, resulting in a 10% increase of customers making purchases from the area.
- Developed an online training program for 30+ associates which increased productivity levels by 15%.
- Generated \$50K additional revenue during seasonal promotions due to successful inventory control processes implemented throughout the year.

## Certificates