

Marcia Rosson

Store Manager

Details

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(963) 309-6740

Albuquerque, NM

Profile

I am an experienced Store Manager with over 3 years of experience in the retail industry. I have a strong background in customer service, inventory management, and problem solving. I have managed a diverse staff of over 20 employees, and I have implemented effective sales strategies that have resulted in improved sales performance. I have a proven track record of success in increasing store profitability and customer satisfaction. I am highly organized, detail-oriented, and have excellent communication and interpersonal skills. I am a motivated leader who is eager to bring my knowledge and expertise to a new organization.

Employment History

Store Manager at Walmart, NM

Oct 2022 - Present

- Increased store profits by 15% within 12 months: As Store Manager of Walmart NM, I successfully implemented a cost-effective strategy to reduce expenses and increase sales. This resulted in an overall profit growth rate of 15%.
- Reduced employee turnover rate by 17%: By creating better work experience through team building activities, rewards system for outstanding performance, and improved training program that focused on customer service skills; the staff retention rates increased from 33% to 16%, which is significantly lower than industry standards.
- Increased Customer Satisfaction rating up to 95%: Improved quality control systems enabled us to provide customers with more reliable products at competitive prices resulting in higher satisfaction ratings (95%) as reported during quarterly surveys conducted among shoppers.
- Implemented effective inventory management strategies: Utilizing advanced software solutions such as SKU optimization tools helped me create efficient processes when it comes purchasing & stocking merchandise items while keeping track of stock levels throughout all departments ensuring shelves are never empty or overstocked leading into reduced wastage costs.

Assistant Store Manager at Target, NM

Jul 2020 - Sep 2022

- Increased store revenue by 10% within the first year of assuming Assistant Store Manager role - through implementing innovative marketing strategies and creating a customer-centric culture.
 - Exceeded quarterly sales goals for 3 consecutive quarters in 2020, resulting in an 8% increase to overall Target profits.
 - Reduced employee turnover rate from 25% to 15%, saving over \$50K annually on recruiting costs.
 - Developed comprehensive training program that improved team performance metrics across all departments and increased customer satisfaction scores by 7%.
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