


PEGGY WILSON

Department Store Manager

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Springfield, IL 



PROFESSIONAL SUMMARY

Dynamic and results-oriented Department Store Manager with over 11 years of experience in retail management. Proven track record in driving sales, enhancing customer experience, and leading teams to achieve corporate objectives.

EDUCATION

Bachelor of Science in Business Administration

University of Illinois, Urbana-Champaign, IL

Graduated May 2013

Certifications

- Certified Retail Management Professional (CRMP)
- First Aid and CPR Certified

SKILLS

- Retail Operations Management Expert
- Customer Service Excellence Expert
- Team Leadership Expert
- Sales Strategy Development Expert
- Inventory Management Expert

EXPERIENCE

2018 - Now

Department Store Manager Macy's / Springfield, IL

- Lead a team of 50 associates, enhancing productivity and achieving a 20% increase in quarterly sales through effective staff training and motivation.
- Developed and implemented visual merchandising strategies that increased foot traffic by 15%.
- Managed inventory control, resulting in a 10% reduction in shrinkage and optimized stock levels through effective planning and forecasting.
- Collaborate with regional management to develop promotional campaigns that increased customer engagement and loyalty.

2015 - 2018

Assistant Store Manager Kohl's / Springfield, IL

- Implemented employee training programs, leading to a 25% improvement in customer service ratings.
- Oversaw the scheduling of staff to ensure optimal coverage and reduced labor costs by 5%.
- Analyzed sales reports to identify trends and adjust strategies accordingly.

2014 - 2015

Sales Supervisor JCPenney / Springfield, IL

- Supervised a team of 20 sales associates, providing training and support to enhance sales techniques and customer engagement.
- Played a key role in executing seasonal sales strategies that resulted in a 30% increase in sales during peak shopping periods.