



Sarah Henderson

Retail Shift Lead

CONTACT

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 United States, Dallas, TX

EDUCATION

Associate Degree in Business Administration
Dallas Community College, Graduated: May 2017

Certifications

- First Aid and CPR Certified-**
November 2022
- Certified Retail Manager (CRM)-**
February 2021

PROFESSIONAL SUMMARY

Dynamic Retail Shift Lead with experience in supervising teams in a fast-paced retail environment. Proven ability to increase sales, improve customer satisfaction, and ensure operational efficiency. Adept at training and motivating staff, managing inventory, and resolving conflicts.

EXPERIENCE

Retail Shift Lead 2020 - Now
Target, Dallas, TX

- Supervise and train a team of 15+ associates in a high-volume retail store.
- Ensure store operations are running smoothly during peak hours, including opening and closing procedures.
- Manage the customer service desk, resolving issues, processing returns, and ensuring high levels of customer satisfaction.
- Collaborate with the store manager to achieve sales goals and inventory targets.
- Monitor and manage cash register transactions and perform end-of-day cash reconciliation.

Sales Associate 2017 - 2020
Target, Dallas, TX

- Assisted customers with product selection, offering knowledgeable advice on store merchandise.
- Maintained stock levels on the sales floor, ensuring products were neatly displayed and well-stocked.
- Handled customer complaints and concerns in a professional manner, ensuring a positive shopping experience.

SKILLS

Staff supervision and training	★★★★★
Sales floor management	★★★★★
Customer service excellence	★★★★★
Cash handling and register operation	★★★★★
Inventory control and stock management	★★★★★
Conflict resolution	★★★★★
Strong communication skills	★★★★★