

Retail Deli Manager

PROFESSIONAL SUMMARY

Dedicated retail deli manager with experience in high-traffic grocery chains. Skilled in inventory control, team leadership, and reducing shrink through lean processes. Proven track record of improving customer satisfaction and increasing department sales through merchandising and product quality improvements.

EDUCATION

Associate of Applied Science in Culinary Arts

Los Angeles Trade Technical College | Los Angeles, CA

ServSafe Food Protection Manager

2023

HACCP Certification

2022

Additional Information

- Fluent in Spanish
- Proficient with NCR POS systems and Microsoft Excel for sales reporting

SKILLS

- Meat and cheese slicing **Expert**
- Food safety compliance (HACCP) **Expert**
- Team leadership **Expert**
- Schedule optimization **Expert**
- Vendor relations **Expert**
- Budget management **Expert**
- POS system management **Expert**

EXPERIENCE

2018 - Now

Retail Deli Manager

Ralphs Grocery / Los Angeles, CA

- Supervise a team of 10 deli clerks in a fast-paced location serving over 3,000 customers daily, ensuring efficient workflow and high-quality service across all shifts.
- Increased prepared food sales by 17% within two years through strategic product placement, sampling, and implementation of customer feedback initiatives.
- Reduced product shrinkage by 22% by establishing strict FIFO rotation practices, implementing weekly inventory audits, and training staff in proper storage techniques.
- Lead onboarding and training of new hires, creating a department-specific manual that improved consistency and reduced turnover by 30%.

Assistant Deli Manager

Albertsons

- Supported all facets of deli operations, from employee scheduling to product ordering and customer service issue resolution, maintaining a clean and compliant work environment.
- Maintained strict adherence to sanitation and food safety protocols, contributing to 100% scores on all health inspections during tenure.
- Collaborated with bakery and grocery departments to develop cross-promotions and weekly bundled offers that grew overall deli sales by 12%.
- Used weekly reports and trend analysis to adjust orders, reduce food waste by \$500 per month, and improve freshness of available products.