

# Tiffany Murdoch

Multi-Unit Manager

## CONTACT

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United States, Tampa, FL

## EDUCATION

### B.S. in Business Management

University of South Florida,  
Graduated: May 2016

### Certifications

- Franchise Management Certification – International Franchise Association (2022)
- Certified Retail Manager – National Retail Federation (2019)

## AWARDS

Top Performing Multi-Unit Manager,  
Pandora Franchise Group (2020)

Customer Service Excellence Award,  
Piercing Pagoda (2018)

## LANGUAGES

- Spanish – Conversational proficiency

## PROFESSIONAL SUMMARY

Franchise store manager with experience overseeing operations, team development, and compliance across multiple locations. Skilled in balancing brand standards with localized business strategies to drive sales, increase customer loyalty, and foster high-performing teams.

## EXPERIENCE

**Multi-Unit Manager** 2019 - Now

### Pandora Franchise Group, Tampa, FL

- Manage three high-performing stores, driving combined monthly sales of \(\$800K.
- Develop and launch a comprehensive district training manual, improving onboarding efficiency for 20+ staff members.
- Enforce franchise adherence to corporate brand guidelines and operational standards.
- Supervise inventory management and implemented loss prevention strategies to minimize shrinkage by 10%.

**Store Manager** 2016 - 2018

### Piercing Pagoda, Orlando, FL

- Oversaw daily store operations, including scheduling, performance reviews, and payroll for a team of 12 employees.
- Achieved the highest district mystery shopper ratings for two consecutive quarters, exceeding corporate expectations for customer service and store presentation.
- Developed and executed monthly promotional events that increased foot traffic by 20%.
- Led staff training on sales techniques, inventory management, and customer service, ensuring all team members met performance targets.

## SKILLS

Multi-unit leadership and team development ★★★★★

Budgeting & P&L oversight ★★★★★

Retail compliance & SOP adherence ★★★★★

Staff performance coaching & training ★★★★★

Event marketing coordination ★★★★★

Inventory management & loss prevention ★★★★★

Strategic planning & operational efficiency ★★★★★