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JESSICA TURNER

Retail Shift Supervisor



(312) 555-9472



jessica.turner@email.com



Chicago, IL

Education

Associate of Arts in Business Administration

City College of Chicago, IL | Graduated May 2016

Certified Retail Supervisor (CRS)

National Retail Federation, 2021

First Aid & CPR

American Red Cross, 2020

Skills

Team leadership

Inventory management

Customer relations

POS systems

Scheduling and staffing

Conflict resolution

Loss prevention

Visual merchandising

Cash handling

Time management

Professional summary

Dedicated retail shift supervisor with experience managing teams in high-volume stores. Skilled in staff training, inventory control, and customer service excellence. Proven ability to improve sales and maintain operational efficiency during shifts.

Experience

Best Buy

2019 - Now

Chicago, IL

Retail Shift Supervisor

- Supervise daily operations for a team of 15 associates in a busy electronics store, ensuring excellent customer service and smooth workflow during all shifts.
- Train new employees on company policies, customer interaction, and POS system operations, improving onboarding efficiency by 30%.
- Monitor inventory levels and coordinate with the warehouse team to maintain optimal stock, reducing out-of-stock incidents by 18%.
- Handle customer escalations professionally, successfully resolving over 90% of complaints without managerial intervention.

Target

2016 - 2019

Chicago, IL

Assistant Shift Supervisor

- Assisted in scheduling and supervising a team of 10 employees, managing task delegation and break rotations to maximize productivity.
- Conducted weekly inventory audits and assisted with visual merchandising to enhance product presentation and boost sales.
- Supported loss prevention efforts by monitoring transactions and employee compliance with security protocols.
- Prepared shift reports and communicated key information to store management, improving operational transparency.