



GABRIELLA RODRIGUEZ

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Summary

Quality focused Store Manager skilled at providing employees clear guidelines and targeted goals to drive sustained revenue growth, team efficiency and customer loyalty. Knowledgeable about recruiting, hiring, training and motivating qualified teams to meet and exceed objectives. Motivational leader, strategic planner and analytical problem solver with demonstrated record of business success.

Skills

- Promotional planning 30,60,90
- Hourly shift management
- Store operations oversight
- Operational budgeting
- Time Management
- Financial Management
- Organizational Skills
- Problem Solving
- Sales Marketing
- Visual Merchandising
- Communication

Experience

Jd Sports Finishline | Sunrise, Florida
Store Manager
04/2012 - Current

- Managed inventory tracking and physical inventory counts to minimize loss by -5% averaging .20% shrink loss
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Preserved product quality by maintaining stockrooms and disposing of damaged items.
- Maintaining operating costs (P&L) through various avenues. Profiting \$200K - \$1.5 million + on average yearly.
- Monitored employee performance and identified performance gaps for corrective action.
- Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties. Increased sales over 20-50% yearly of 1-2.5 million dollars on average.
- Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.
- Established store tactics and strategies to achieve operational performance and sales goals.
- Completed thorough opening, closing, and shift change functions to maintain operational standards each day.
- Evaluated store performance and incorporated feedback to implement improvement plans.
- Trained and mentored associates to teach daily tasks and procedures.
- Analyzed sales data to identify trends and adjust strategies accordingly. Business Trade reviews in GPV, Sales Variance, GM, Meter Sales
- Strengthened work flow productivity by hiring, managing and developing top talent.

- Built relationships with key customers and stakeholders to grow business networks and locate new opportunities.
- Prepared weekly schedules to verify proper floor coverage within fiscal guidelines.
- Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.
- Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.
- Identified operational issues and implemented appropriate process improvements to promote workplace safety and productivity.

Education and Training

Kaiser University

Bachelor of Science in Sports Medicine

04/2010

Accomplishments

- Store of the quarter 3x's, increased Sales averaging 20%+ for \$60k- \$900k sales increase
- Store of the year increased Sales, 60% for 2.5 million LY
- 4 store manager promotions
- Talent Development/ Promotion Manager
- Localization Opportunities
- District Trainer