

# SHARLENE L. MAY

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## RETAIL ASSOCIATE

Dynamic Retail Manager with a wide range of progressive retail experience. Sold history of customer service, retail procedures including opening, closing and selling techniques. Excellent communications and interpersonal skills enable effective team collaboration and sales strategies. *Competencies Include:*

- ❖ Opening Procedures
- ❖ Closing Procedures
- ❖ Zone Management
- ❖ Upselling
- ❖ Team Building
- ❖ Retail Security
- ❖ HR Policies and Procedures
- ❖ Purchasing and Inventory
- ❖ Customer Complaint Resolution

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## RELATED EXPERIENCE

Macy's Department Stores, Knoxville, TN

02/2010 - Present

### **Department Manager/Manager on Duty**

Lead all employees within Apparel Department, facilitating aggressive recruitment of highly qualified personnel able to effectively maintain department standards. Develop and implement training and on-boarding strategies aimed at furthering employee skill levels and employee retention. With attention to detail, follow company policies and procedures.

- ❖ Create and build training and development programs for 51+ full and part-time associates on company policies, effective marketing and sales techniques as well as worker's compensation issues and employee relations.
- ❖ Led and successfully completed project involving competitive intelligence analysis, analyzing shopping trends and making appropriate recommendations to improve customer satisfaction and sales.
- ❖ Coordinate and create associate scheduling, ensuring trained personnel adequately cover all shifts.
- ❖ Investigate inventory shortages, identifying cause as internal or external, taking necessary employee disciplinary action when appropriate.
- ❖ Encourage and facilitate strong team environment, furthering the success of the department due to consistent communication and positive relationships among associates.
- ❖ Reorganized and developed a tracking system within department that emphasized personal accountability and improved efficiency.
- ❖ Continually working to improve and progress in Recruitment, Retention and Reputation, managing direct hires in manner that promotes a healthy work environment as well increased sales and repeat business.

Belk Department Stores, Knoxville, TN

2005 - 2009

### **Retail Associate/Assistant Department Manager**

Provided sales support and customer service in the Linen Department of busy, department store. Assisted manager in tracking and ordering inventory and coordinating staff schedules. Assisted customers in making design and color choices.

- ❖ Effectively made suggestions to customers for additional items, increasing personal and department sales.
- ❖ Met or exceeded sales goals on a regular basis, earning department sales associates of the month for six consecutive months.
- ❖ Assist Department Manager whenever needed, covering shifts for absent employees and during rush times.
- ❖ Responsible for meticulous record keeping and database management, of inventory.
- ❖ Kept Department in perfect order, returning items to their proper place and designing displays for new or updated products.
- ❖ Prepared department for upcoming sales, marking displays, shelves and racks with appropriate signage.
- ❖ Handled customer complaints and employee disputes in the absence of Department Manager.

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**RELATED EXPERIENCE, cont'd**

Mary Kay

Boutique, Knoxville, TN

2003 - 2009

**Retail Associate**

Worked part-time position, assisting customers and giving training classes on Mary Kay Products and make up application techniques.

- ❖ Responsible for greeting and assisting customers when they arrive in the store. Provided information and recommended appropriate product suggestions given customer circumstances and skin type.
- ❖ Created marketing strategies to bring customers into the store. Presented to owner and implement upon approval.
- ❖ Organized and conducted make-up parties, both in the store and at residential homes. Gave away free samples and offered makeup and application advice to attendees.

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**EDUCATION**

**Associate of Arts, General Studies, 2008**  
Knoxville Community College, Knoxville, TN

**High School Diploma, 2006**  
Knoxville City High School, Knoxville, TN

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**COMMUNITY INVOLVEMENT**

Volunteer, County Human Society

Volunteer, Habitat for Humanity