Maria Black

**DALLAS, TX**

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**Summary**

Certified, enthusiastic, and sales-oriented Retail Manager with 8+ years of retail experience. Skilled in performance management, customer service, and sales management. Achieved a 15% increase in customer satisfaction and exceeded sales goals by $90,000+ in 2019.

# Experience

## Retail House— Retail Manager

May 2016–December 2021

* Met and exceeded annual sales goals by 28% each year
* Maximized profitability in 8 store locations by analyzing sales and industry trends
* Exceeded sales targets by $90,000+ in 2019
* Implemented a mystery shoppers’ system that led to a 25% satisfaction increase among employees and customers.

## Factory Co.— Assistant Store Manager

San Francisco, CA — January 2013 – April 2016

* Worked closely with the retail manager on rebranding the company
* Helped develop and implement a program for employee performance improvement, resulting in a 40% increase in customer satisfaction
* Awarded Employee of the year in 2015.

# Education

## Bachelor of Science in Retail Management | University of Texas

June 2010

GPA: 3.9

## Skills

* Sales management and analysis
* POS skills
* Problem-solving
* Marketing strategy development
* Active listening