**Patricia Plourde**

Professional Summary

Enthusiastic Retail Store Manager with 12 years of experience supervising staff in big box and specialty settings. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods. Skilled in solving complicated issues and making proactive operational changes.

Skills

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| --- | --- |
| * Maximizing profitability * Relationship building and management * Point of Sale systems * Stock management * Decision-making skill * Merchandising * Inventory control/management * Meticulously detail-oriented | * Strong multi-tasking * Scheduling knowledge * Dependable and reliable * Accurate money handling * Recruitment * Store operations oversight * Staff training and development |

Work History

Store Manager, 06/2020 to current

Dollarama – Calgary, AB

* Managed store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manage product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing

Store Manager, 04/2019 to 06/2020

La Senza – Calgary, AB

* Managed store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees and conducting performance reviews
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manage product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing
* Trained 13-person staff to deliver outstanding customer service and assistance
* Performed closing of entire store (due to shut down of location)

Store Manager, 01/2019 to 04/2019

Payless ShoeSource – Calgary, AB

* Manage store operations with key-holding responsibility; opened and closed stores
* Manages product merchandising through implementation of visual direction
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Performed closing of entire store
* Delivered excellent customer service by greeting and assisting each customer

Refurb Clerk, 10/2018 to 01/2019

Loblaws – Calgary, AB

* Responsible for setting up shelving and merchandising products according to planograms
* Ensure pricing integrity is implemented for store openings and labels are in place
* Ensure all timelines for each project are met and are adhered to
* Execute all backroom initiatives including flow of goods
* Performed new store setup

Store Manager, 02/2017 to 08/2018

Puma– Balzac, AB

* Manage store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees and conducting performance reviews
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manages product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing
* Reduced shrink results to .83%
* Increased sales double percent for two years

Store Manager, 09/2016 to 02/2017

La Vie En Rose – Calgary, AB

* Managed store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees and conducting performance reviews
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manage product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing
* Was involved in opening of two new locations
* Involved in development of managers in several locations
* Fostered healthy team environments to promote collaboration and boost productivity
* Developed team members into supervisors and department managers to promote family-based and performance-oriented culture
* Oversaw daily functions, including inventory management, display merchandising and purchasing operations
* Resolved customer problems by investigating issues, answering questions and building rapport

Store Manager, 11/2015 to 08/2016

Bench – Balzac, AB

* Manage store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees and conducting performance reviews
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manages product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing
* Oversaw inventory management with cycle counts, audits and shrinkage control
* Delivered excellent customer service by greeting and assisting each customer
* Strengthened workflow productivity by hiring, managing and developing top talent
* Hired, trained and managed team of 20 associates, including evaluating performance and enforcing disciplinary actions

Store Manager, 06/2014 to 10/2015

Justice – Balzac, AB

* Managed store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees and conducting performance reviews
* Led and Motivated store team to increase sales and ensure efficiency
* Monitored sales floor regularly, talking to staff and customers and identifying and resolving urgent issues
* Manage product merchandising through implementation of visual direction
* Monitoring and reviewing store performance on regular daily, weekly and monthly basis
* Verify all employee time cards for accurate weekly payroll processing
* Reduced process lags by effectively managing 15 employees for productivity and efficiency improvement

Various Positions, 09/2008 to 01/2014

Real Canadian Superstore – Calgary, AB

* Manger product merchandising through implementation of plan-o-grams or visual direction given
* Led and monitored store team to increase sales and ensure efficiency
* Monitoring and reviewing department performance on regular daily and weekly basis
* Verify all employee time cards for accurate weekly payroll processing
* Managed store operations with key-holding responsibility; opened and closed stores
* Dealt with employment issues such as interviewing/hiring potential employees
* Ensured that quality, customer service, health and safety standards were met
* Analyzed sales figures
* Increased sales in required departments by 2%

Education

Business Management Diploma: Current

Academy of Learning – Calgary, AB

High School Diploma: 2008

Sir Winston Churchill- High School - Calgary, AB