# Olivér Filipov

*Assistant Store Supervisor*

Phoenix · AZ · US

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*Layout style: hybrid*

## Summary

Customer-focused professional with over 7 years of experience in retail operations and hospitality management. Adept at managing day-to-day store functions, staffing schedules, and client interactions in high-volume environments. Skilled in process documentation and team coordination, with a track record of improving service efficiency in frontline roles. Seeking to transition into product management, bringing strong interpersonal skills and a commitment to operational organization. Eager to contribute to team success through dedication and adaptability in dynamic work settings.

## Experience

### Assistant Store Supervisor at Clothiers & Co Retail Chain

01 Mar 2021 – Present

* Supervised daily floor operations during peak shifts, coordinating staff tasks and restocking inventory.
* Trained 12+ new employees on customer engagement protocols and POS usage.
* Assisted in monthly inventory audits, resulting in a 15% reduction in shrinkage due to improved counting procedures.
* Collaborated with district managers on promotional displays and visual merchandising.
* Handled customer complaints and ensured timely resolution within company guidelines.

### Shift Lead & Guest Experience Coordinator at Desert Breeze Resort

01 Jun 2018 – 01 Feb 2021

* Led front-desk operations during high-occupancy weekends, managing guest check-ins and special requests.
* Coordinated with housekeeping and maintenance teams to resolve room issues within 30 minutes of reporting.
* Implemented a feedback log system that improved guest satisfaction scores by 10% over 6 months.
* Organized on-site guest activities and staffed seasonal events.

### Sales Associate at UrbanStyle Apparel

01 Sep 2016 – 01 May 2018

* Provided personalized shopping assistance and upsold seasonal collections, contributing to a 5% sales increase in 2017.
* Managed cash register operations and processed returns in compliance with policy.
* Participated in bi-weekly team meetings to review sales targets and promotional strategies.

## Education & Training

### Associate of Arts, Communications

Maricopa Community College

– 2016

### General Education Diploma (GED)

Phoenix Adult Learning Center

– 2012

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| **Skills**  Customer Service, Inventory Management, Team Scheduling, Microsoft Office, Point-of-Sale (POS) Systems, Conflict Resolution, Event Coordination, Time Management, Retail Sales, Budget Tracking, Report Writing, Vendor Communication, Training & Onboarding, Inventory Auditing, Multitasking in Fast-Paced Environments, Communication & Interpersonal Skills, PowerPoint Presentations, Data Entry & Record Keeping  **Languages**  English — Fluent  Hungarian — Conversational proficiency (native speaker)  **Certifications**  OSHA Safety Training Certificate | 2020  **Awards**  Employee of the Quarter  Clothiers & Co  Recognized as “Employee of the Quarter” twice at Clothiers & Co for maintaining excellent attendance and team collaboration. | **Projects**  **Guest Feedback Tracking Spreadsheet**  Developed a guest feedback tracking spreadsheet at Desert Breeze Resort, adopted temporarily by regional management for pilot analysis.  **Interests**  Hiking  Community Volunteering  Live Music Events  Amateur Photography  **References**  References available upon request |