# Charlie Thill

*Retail Operations Professional Transitioning to Product Management*

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*Layout style: hybrid*

## Summary

Results-oriented professional with over 12 years of experience in retail operations, customer engagement, and cross-functional coordination. Demonstrated ability to manage day-to-day operations, analyze product performance, and support team goals in fast-paced environments. Skilled in using point-of-sale systems, handling inventory workflows, and delivering exceptional customer service. Currently transitioning into product management with foundational knowledge in pricing strategies, category support, and vendor interactions gained through frontline retail experience. Pursuing professional development in product lifecycle concepts and data-driven decision-making to support long-term career growth in product strategy. Proven collaborator with strong communication skills and a track record of contributing to sales initiatives, though lacking direct experience managing full product releases or owning end-to-end product roadmaps.

## Experience

### Store Coordinator / Assistant Category Lead at Evergreen Retail Group

01 Mar 2018 – Present

Support daily operations for a high-traffic retail location with annual sales exceeding $3.2M, serving as point person for product flow and inventory reconciliation. Assist category leads in tracking stock levels, reporting out-of-stock items, and preparing replenishment requests in coordination with district procurement. Collaborate with marketing teams to execute seasonal promotions, ensuring correct product displays, signage, and pricing accuracy across 12 core departments. Participate in vendor check-ins and receive shipments, documenting discrepancies and relaying feedback to management for resolution. Maintain product knowledge binders used during team training sessions and contribute updated specifications from supplier materials. Use POS data to generate weekly sales summaries for management review, identifying best-performing items and slow movers. Support customer service inquiries related to product features and availability, improving satisfaction scores by 18% over two years.

* Recognized as “Team Support MVP” in 2021 and 2022 for consistent role coverage during staff transitions and maintaining operational continuity during peak holiday periods.

### Senior Sales Associate at Evergreen Retail Group

01 Jun 2013 – 01 Feb 2018

Delivered personalized customer experiences, increasing average basket size by 12% through suggestive selling and product education. Trained 15+ new hires in POS operation, inventory procedures, and customer service standards (under supervision of store manager). Monitored inventory turnover and reported anomalies to category leads, reducing misplaced stock incidents by 25% over 18 months. Acted as floor supervisor during manager absences, coordinating shift duties and resolving customer issues. Provided feedback to regional teams on product performance and customer preferences, influencing promotional decisions in home goods category.

* Achieved top 10% in regional sales performance for three consecutive quarters (Q3 2016–Q1 2017) due to consistent upselling and repeat customer follow-up.

### Customer Service Associate at MetroMart Distribution Center

01 Sep 2011 – 01 May 2013

Provided frontline support for customer pickups and order fulfillment, ensuring accurate retrieval and documentation. Assisted in organizing product returns and restocking, maintaining database accuracy for inventory tracking. Resolved customer complaints related to delivery timing and product condition in collaboration with logistics leads. Supported internal audit preparations by verifying labeling and packaging compliance for selected SKUs.

* Reduced customer return processing time by 20% by reorganizing retrieval workflow, contributing to faster restocking cycles.

## Education & Training

### Bachelor of Arts, Communications

University of Washington

– 01 Jun 2011

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| **Skills**  Product Support & Coordination, Customer Service Excellence, Inventory Management, Point-of-Sale (POS) Systems, Sales Reporting & Data Entry, Cross-Functional Collaboration, Retail Pricing Support, Microsoft Office, Communication & Interpersonal Skills, Task Prioritization & Organization, Team-Based Problem Solving, Basic Financial Tracking, Vendor Communication, Presentation Support, Customer Feedback Collection, Project Task Follow-Up, Time Management, Adaptability in Dynamic Environments, Data Accuracy & Record Keeping, Client Relationship Maintenance, Retail Operations Support, Demand Trend Observation, Product Display & Merchandising, Sales Floor Coordination, Team Training Support, Operational Compliance, Cash Handling & Register Reconciliation, Employee Scheduling Assistance, Conflict Resolution, Marketplace Awareness, Onboarding Documentation Support  **Certifications**  Project Management Fundamentals Certificate | 2024-12-01  Coursera  Google Analytics for Beginners | 2023-01-01  Google  **Awards**  Team Support MVP | 2021-01-01  Evergreen Retail Group  Team Support MVP | 2022-01-01  Evergreen Retail Group  Top 10% Regional Sales Performance | 2016-09-01  Evergreen Retail Group  Achieved top 10% in regional sales performance for three consecutive quarters (Q3 2016–Q1 2017). | **Projects**  **Seasonal Product Campaign Launch Support**  Played a key support role in launching 5 seasonal product campaigns by coordinating in-store execution and training materials distribution.  **Team Knowledge Sharing Initiative**  Recognized internally for improving team knowledge sharing by organizing weekly “product spotlight” briefings for associates.  **Accessory Sales Increase Initiative**  01 Jan 2019 – 31 Dec 2020  Contributed to a 15% increase in accessory sales (2019–2020) by recommending improved display layouts based on customer traffic patterns.  **Register Accuracy Maintenance**  Maintained 99.8% register accuracy over a 2-year period, with no reported cash discrepancies.  **Interests**  Urban hiking  Retail trend analysis  Podcasting  Community volunteering  **References**  References available upon request. |