

Lina Marino

Retail Operations Supervisor

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Profile

Resourceful retail and category support professional with 12 years of progressive experience in customer-facing roles, inventory control, and cross-functional collaboration. Proven ability to translate market insights into actionable merchandising decisions, manage vendor relationships, and support sales teams with clear product information. Recognised for strong communication, analytical mindset, and consistent delivery of service-level targets. Seeking to transition into a Product Management capacity where my customer-centric background, data-driven thinking, and project coordination skills can contribute to category growth and successful product launches.

Skills

Product & Category Support, Customer-Facing Operations, Data & Analytics, Project Coordination, Vendor & Procurement Interaction, Financial Acumen, Communication, Team Collaboration, Tech Proficiency, Soft Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Awards

Margin Improvement Initiative | 2024-01-01

Negotiated vendor terms for OTC health products, achieving a 4 % reduction in unit cost and contributing to a \$48 K increase in gross margin within the first year.

Inventory Optimisation Project | 2024-01-01

Led a cross-functional audit that cut stock-out frequency by 22 % and reduced excess inventory

value by \$48 K, aligning with corporate shrink reduction goals.

Product Launch Enablement | 2024-01-01

Designed and delivered rapid “Product QuickStart” training for 8 sales associates, resulting in a 15 % sales uplift for newly introduced health-care items during launch week.

Customer Feedback Driven Assortment Expansion | 2024-01-01

Compiled and presented customer preference data that prompted the addition of 30 new SKUs, directly generating \$210 K in incremental annual revenue.

Employee of the Month | – Present

Family Choice Pharmacy

Recognised as “Employee of the Month” three times for exceeding sales targets and delivering exemplary customer service.

Certifications

Certified Product Management Fundamentals (CPMF) | 2025-02-01

Association of International Product Managers

Google Data Analytics Certificate | 2025-10-01

Interests

Outdoor hiking | – Present

UX-focused product podcasts | – Present

Community theatre | – Present

Experience

GreenLeaf Pharmacy & General Merchandise

Retail Operations Supervisor | 01 Jun 2019 – Present

- Supervised a team of 8 front-line associates in a high-traffic store that included a pharmacy counter, overseeing daily sales averaging \$45K and maintaining a 96 % customer-satisfaction score (annual NPS).
- Conducted weekly inventory audits for both pharmacy and retail SKUs, reducing stock-out incidents by 22 % and trimming excess inventory value by \$48 K through data-driven replenishment.
- Partnered with the buying team to evaluate supplier pricing, securing a 4 % cost reduction on health-and-beauty categories while preserving margin targets.
- Developed and delivered “Product Quick-Start” briefs for new over-the-counter (OTC) items, enabling sales associates to meet first-week sales goals 15 % above forecast.
- Served as liaison between store management and corporate marketing, coordinating in-store promotional displays for quarterly campaigns; contributed to a 9 % lift in promotional sales.

Metro Retail Group

Assistant Category Analyst (Contract) | 01 Jan 2018 – 31 May 2019

- Supported senior analysts in compiling sales performance reports for the personal-care category, employing Excel and Tableau to visualise trends across 12 stores.
- Assisted in pricing strategy reviews, recommending tiered-price adjustments that increased average basket size by 3 % within the pilot region.
- Conducted competitive benchmarking on emerging wellness products, summarising findings for the product-development team.
- Facilitated cross-departmental meetings (marketing, procurement, store operations) to align launch timelines for seasonal SKUs.

BrightMart Superstore

Customer Service Lead | 01 Mar 2015 – 31 Dec 2017

- Managed the front-desk team of 5, handling cash, credit, and gift-card transactions with zero audit discrepancies over three fiscal years.
- Implemented a feedback loop that collected customer insights on product assortment; insights informed the merchandising team's decision to add 30 new SKUs, contributing to a \$210 K incremental annual revenue.
- Trained new hires on POS usage, inventory lookup procedures, and conflict resolution, reducing onboarding time by 20 %.

Family Choice Pharmacy

Sales Associate | 01 Jul 2012 – 28 Feb 2015

- Provided prescription pick-up assistance, medication-information counseling, and OTC product recommendations.
- Recognised as “Employee of the Month” three times for exceeding sales targets and delivering exemplary customer service.
- Assisted the store manager with weekly inventory counts and shelf-face compliance audits.

Midwest Health Supplies

Intern | 01 Jun 2011 – 31 Aug 2011

- Shadowed the procurement specialist, learning vendor qualification processes and basic contract review.
- Performed data entry for purchase orders and helped maintain the supplier performance database.

Career Gap | 01 Oct 2011 – 30 Jun 2012

Took a semester off to care for a family member and completed an online certification in Business Fundamentals (Coursera).

Education & Training

Bachelor of Science, Business Administration

University of Wisconsin–Madison
– 01 May 2011

References

References available upon request.