# Nora Martin

*Store Supervisor*

Charlotte · NC · US

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*Layout style: hybrid*

## Summary

Detail-oriented professional with over 8 years of experience in retail operations and customer service. Adept at managing daily workflows, coordinating staff schedules, and improving customer satisfaction in fast-paced environments. Seeking to transition into a role that values organizational skills, client interaction, and operational efficiency. While passionate about structured processes and team collaboration, background is primarily in consumer-facing industries with no direct exposure to construction or engineering project management.

## Experience

### Store Supervisor at Petals & Vines Floral Boutique

01 Mar 2021 – Present

Supervise daily operations of a mid-sized retail flower shop with 3 part-time staff members. Manage inventory orders, vendor deliveries, and seasonal product displays. Handle customer inquiries, complaints, and special order arrangements for events. Create weekly staff schedules and provide on-the-job training for new hires. Utilize Square POS system for sales tracking and end-of-day reconciliation.

* Achievement: Increased repeat customer rate by 15% through personalized service follow-ups (2022).

### Sales Associate at Grocers Plus Supermarket

01 Jun 2018 – 01 Feb 2021

Assisted customers with product selection, returns, and checkout operations. Monitored shelf stock levels and coordinated backroom inventory with team leads. Operated cash registers with 99% accuracy in daily audits. Supported in-store promotions and weekly sales events.

* Trained 2 temporary employees during holiday peak periods.

### Assistant Event Coordinator (Seasonal) at Carolina Picnics & Parties

01 May 2017 – 01 Aug 2017

Supported planning and setup for outdoor catering events, including weddings and corporate picnics. Coordinated deliveries of tables, tents, and décor with vendors. Communicated with clients on day-of logistics and last-minute changes. Managed guest check-in and site organization during events.

## Education & Training

### Associate of Arts, General Studies

Catawba Valley Community College

– 01 May 2016

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| **Skills**  Customer Relationship Management, Cash Handling & Point-of-Sale Systems, Inventory Control & Replenishment, Staff Scheduling & Training, Conflict Resolution, Microsoft Office, Order Processing & Fulfillment, Vendor Coordination, Sales Reporting & Metrics Tracking, Time Management, Team Collaboration, Data Entry, Food Safety Compliance, Visual Merchandising, Telephone Etiquette, Problem Solving in High-Traffic Environments, Event Planning, Multitasking in Customer Service Settings  **Languages**  English — Fluent  Spanish — Conversational  **Certifications**  ServSafe Food Handler Certification | 2019-01-01  ServSafe  OSHA 10-Hour General Industry | 2020-01-01  OSHA  **Awards**  Employee of the Quarter | 2019-09-01  Grocers Plus  Recognized as “Employee of the Quarter” at Grocers Plus (Q3 2019) for consistent attendance and customer feedback.  Store Signage Redesign  Petals & Vines Floral Boutique  Led redesign of in-store signage at Petals & Vines, improving product visibility and sales of seasonal items by 12%. | **References**  References available upon request |