# Adam Rose

Portland · OR

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## Summary

Customer-focused professional with over 8 years of experience in retail operations and hospitality management. Proven ability to manage day-to-day store functions, train entry-level staff, and enhance customer satisfaction in fast-paced environments. Seeking to leverage organizational and communication abilities in a new professional direction. Limited technical background but eager to learn in collaborative settings. Comfortable with digital tools such as Microsoft Office and basic inventory software. Most recent role involved frontline service and scheduling coordination in a large retail chain.

## Experience

### Assistant Store Manager at Hometown Outfitters

01 Mar 2020 – Present

Supervise daily operations of a mid-sized retail clothing store with 12 employees. Oversee staff scheduling, inventory restocking, and visual merchandising. Handle customer complaints and returned merchandise, maintaining a 90% satisfaction resolution rate. Coordinate seasonal sales events and holiday promotions in partnership with the regional manager. Conduct onboarding for new hires and deliver monthly performance feedback.

* Achievement: Recognized as “Top Performer in Customer Satisfaction” in 2022 across 5 regional stores.

### Sales Associate at Hometown Outfitters

01 Jun 2017 – 01 Feb 2020

Provided personalized customer service and product recommendations on the sales floor. Maintained accurate cash drawer balances and processed daily end-of-shift reports. Trained 4 junior colleagues on POS procedures and returns policy. Assisted in organizing store-wide inventory audits quarterly.

* Promoted within 18 months based on attendance and reliability.

### Barista & Shift Supervisor at Cafe Latitude

01 Jan 2016 – 01 May 2017

Operated espresso machines and handled customer orders during peak hours. Supervised closing shifts, ensuring cleanliness, compliance, and accurate cash reporting. Managed light inventory of perishable goods and notified manager of shortages. Trained seasonal staff on espresso preparation and service standards.

## Education & Training

### Associate of Arts, General Studies

Lane Community College

01 Sep 2013 – 01 Jun 2015

### High School Diploma

South Eugene High School

– 01 Jun 2012

## Skills

Customer Service, Cash Handling & Point-of-Sale (POS) Systems, Inventory Management, Microsoft Word & Excel (Basic), Scheduling & Time Management, Staff Training & Onboarding, Conflict Resolution, Retail Merchandising, Telephone Etiquette, Email Communication, Team Collaboration, Data Entry, Event Support Coordination, Customer Relationship Management (CRM) Software (Salesforce Lite), Google Workspace, Social Media Posting (Facebook, Instagram), Multitasking in High-Volume Environments, Budget Tracking (Departmental), Compliance with Safety & Health Regulations, Report Compilation (Daily Sales, Staffing)

## Certifications & Credentials

### Oregon Food Handler’s Permit | – Present

State of Oregon

### OSHA Safety Awareness Training | 2020-01-01

Online Training Provider

## Awards

### Top Performer in Customer Satisfaction | 2022-01-01

Hometown Outfitters

Recognized as “Top Performer in Customer Satisfaction” in 2022 across 5 regional stores.

### Ranked among top 10% of staff for customer compliments | 2022-01-01

Hometown Outfitters

Ranked among top 10% of staff for customer compliments across the company in 2022.

## Projects

### Store reorganization initiative | 01 Jan 2021 – Present

Led a store reorganization initiative that reduced restocking time by 15% through improved layout planning (2021).

## Interests

### Home gardening and hiking | – Present

## References

### – Present