

JASON M. LOTUS

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PROFILE

Fashion Apparel Manager with proven track record of providing outstanding organizational and customer service skills in energetic and positive manner. Strong interpersonal abilities to create collaborative environment and perform effectively in role of team member and leader. Skilled organizer and planner. Self-directed with diligent attention to detail, follow-up and meeting project deadlines. Excellent Microsoft Office skills.

EXPERIENCE

White House Black Market, Schaumburg, IL

Assistant Manager

July 20xx to Present

- Direct and supervise daily store operations including 15 employees engaged in sales, inventory, floor setting, and performing services for customers
- Model company's commitment to exceptional customer service by assisting customers and assessing needs, responding to inquiries and complaints and evaluating customer satisfaction
- Mentor staff by identifying needs and provide training in product and customer service knowledge to improve skills
- Organize, prioritize and plan daily tasks and identify best staff to handle responsibilities
- Expand customer base by designing attractive floor displays and creating welcoming atmosphere that increases customers' comfort level
- Open and close store, make deposits, enforce safety, health and security rules and keep purchase and sales records

Key Holder

March 20xx to June 20xx

- Provided support for day-to-day operations by working with leadership team, delegating workload, providing feedback to staff and identifying and addressing outstanding issues in the store
- Generated weekly management reports identifying areas for improvement and success and analyzing sales and expense results
- Managed multiple responsibilities effectively with minimal supervision including staff scheduling, closing and opening store and creating, maintaining and entering information in database

lululemon, Schaumburg, IL

Sales Associate

June 20xx to February 20xx

- Recommended, selected and helped locate merchandise based on customer's need
- Maintained knowledge of sales, promotions and policies regarding payment and exchanges
- Recognized security risks and thefts and put into effect policies to prevent or handle situation
- Priced, arranged and displayed merchandise to attract customers and promote sales

Macy's, Northbrook, IL

Practicum

January 20xx to May 20xx

- Greeted customers and helped determine customer's needs through dialogue and merchandise display
- Answered customer's questions regarding store and merchandise and explained use and care of merchandise to customer
- Maintained records related to sales and developed client book

VOLUNTEER EXPERIENCE

WINGS Resale Shop, Palatine, IL

July 20xx to Present

Manager/Trainer

- Train paid managers and sales staff in current management and sales techniques by leading workshops and training sessions
- Work with staff to improve merchandise display, store maintenance, inventory management and advertisement

EDUCATION

Harper College, Palatine, IL

Associate in Applied Science: Fashion Merchandising Degree

May 20xx

PROFESSIONAL MEMBERSHIPS

Fashion Group International

National Association of Retail Buyers