Rhea Kapoor

Retail Store Manager

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Summary

Retail store manager with seven years in speciality homeware retail. Leads an 18-person team across daily trading, stock routines and customer service. Uses store reports and floor observations to plan staffing, coach colleagues and follow up operational issues.

Experience

Apr 2023 - Present

Store Manager, Example Lanternbasket Home Retail

- Lead daily operations for a 420-square-metre homeware store with 18 colleagues and rotating weekend shifts.
- Introduced a stock discrepancy log and weekly review, reducing unresolved count exceptions from 46 to 17 over three months.
- Replanned weekend floor coverage using transaction patterns and colleague availability.
- Coached four senior associates to run opening checks, handovers and customer escalations.

Jun 2019 - Mar 2023

Department Supervisor, Example Lanternbasket Home Retail

- Coordinated replenishment and display changes for kitchenware and seasonal ranges.
- Checked promotional signage against approved offers before each campaign launch.
- Reviewed returns reasons with the store manager and prepared product feedback for the buying team.

Education

BCom, Commerce 2016 - 2019

Example Northgrove College

Skills

Store operations: Roster planning, Stock counts, Replenishment, Opening and closing checks

People: Floor coaching, Shift handovers, Customer escalation, Induction

Reporting: Sales reporting, Excel, POS reporting, Inventory exception logs

Projects

Seasonal launch checklist

- Built a shared checklist for stock readiness, signage, colleague briefing and floor checks.
- Piloted the process during two seasonal range changes and recorded outstanding actions after each launch.

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/retail-store-manager-resume-sample