
Jennifer O'Leary

Store Manager

CONTACT



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Chicopee, MA

EDUCATION

AS – LIBERAL ARTS

Springfield Technical
Community College
2014

LICENSURE & CERTIFICATIONS

Store Manager I & II
2019-Present

Assistant Manager Bench
Program
2019-Present

Information Security and
Confidentiality
2019-Present

Percipio | Personal
Accountability
2023

Percipio | Core Concepts &
Methods in Customer Service
2023

Percipio | Leading with
Judgement and Decisiveness
2023

PROFESSIONAL PROFILE

- Results-driven Store Manager with a proven track record of excellence in managing store operations, driving sales, and delivering exceptional customer service. With extensive experience in store operations and team leadership, I am adept at cultivating high-performing teams through employee-individualized strength-based coaching and teaching skills. My ability to exceed company financial and customer experience targets demonstrates my commitment to achieving outstanding results. Working as a manager has helped me to develop excellent problem-solving abilities with a knack for providing innovative solutions to challenges. My years of leadership experience in both retail customer service and business operations make me an asset to your organization.
- My managerial experience has allowed me to form strong coaching and teaching skills to nurture team development and drive performance improvement. My expertise lies in implementing and maintaining store controls, safety and security measures, ensuring a safe and efficient work environment. As both a flexible and adaptable professional, I am willing to accommodate varying work schedules to meet organizational needs. My commitment to operational excellence has enabled me to consistently accrue increased levels of responsibility and succeed repeatedly.
- Throughout my career, I have managed stores of varying complexities, developing supervisory skills and expertise while increasing sales and fostering exceptional customer experiences. I take pride in providing continuous training and feedback to team members, fostering a culture of personal growth and development. My adaptability allows me to navigate dynamic work environments successfully and respond to ever-changing need.
- My utmost priority is to ensure that the customer's needs are met and that their dignity is maintained. I communicate with validation and empathy, and I can respond to conflict with a creative and calm demeanor. I believe in making every client interaction a positive experience.
- I am now seeking a challenging role that will allow me to leverage my skills and advance my career in management and sales. As a driven and dedicated Store Manager, I am eager to contribute my expertise to a high-volume store with a larger team, where I can make a significant impact on both business performance and employee growth. In summary, I am a results-oriented Store Manager with a passion for driving success, celebrating my team's strengths, and delivering quality customer experiences.

EXPERIENCE

STORE MANAGER II

Fed Ex Office; Springfield, MA; 2019-Present

- Delivered operational excellence as demonstrated by exceeding financial targets, monitoring store resources, enforcing company values, and developing employee training protocols.
- Provided training and feedback to team members to enhance their performance and instill confidence in their contributions to the team.
- Accomplish daily job duties such as monitoring accounts receivable, inventory reports, sales recaps and bank deposits.

- Developed and led great teams through taking lead in the hiring process.
- Utilized company tools and resources for employee management and continuous business improvement.
- Provided exceptional customer service and support in a fast-paced printing and shipping environment alongside managerial duties, often providing additional support to team members as needed.
- Assisted with various center operations, handled customer inquiries, and processed large-scale orders.
- Proficient in identifying challenges and implementing effective solutions.
- Ensured exceptional customer service experiences through the utilization of active listening, proactive responses, and therapeutic communication when customers expressed concerns.
- Utilized company metrics-based software to guide individual store and employee direction and assess areas needing improvement.
- Interacted with supervisors proactively to seek guidance, coaching, and direction for the purpose of generating successful business operations.
- Implemented attractive and creative visual merchandising displays to increase customer traffic in-store and maximize sales.

CENTER LEAD CONSULTANT

Fed Ex Office; Springfield, MA; 2014-2018

- Maintained open communication with the Store Manager, ensuring deadlines were met, and quality checks were performed to deliver exceptional service and products.
- Monitored the store to maintain a clean and professional environment across all areas, including production, retail, self-service, and shipping.
- Proactively resolved customer disputes and complaints, ensuring timely resolution and high levels of customer satisfaction.
- Established and managed a customer flow process to enhance service experiences, ensuring quick and accurate product delivery.
- Provided comprehensive training and development for team members on assigned shifts, setting clear goals, delivering constructive feedback, and oriented new team members to the floor.
- Demonstrated consultative behaviors, ensuring friendly, polite and expert service delivery to all customers.
- Trained alongside Store Manager to take on an assistive managerial role.
- Incorporated the use of company technology and quality-metrics programs to evaluate store performance and measure company objectives.

RETAIL ASSOCIATE

American Eagle Outfitters; Holyoke, MA; 2012-2017

- Assisted customers in a retail clothing store, ensuring a positive shopping experience that fostered repeat purchases.
- Handled sales transactions and maintained a well-organized and appealing store layout.
- Stocked, replenished, and organized inventory with accuracy and efficiency, completing tasks at a pace that suits a fast-paced environment.
- Maintained accurate and attractive merchandize displays, ensuring strategic placement of products to maximize purchases.
- Provided outstanding customer service as evidenced by quality survey metrics in excellent standing.
- Assisted team members with orientation to the floor and protocols of the store.