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# KRISTIN MCINTOSH

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## Professional Summary

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Accomplished and idealistic customer service obsessed Store Manager with a solid history of achievement in fast paced ever changing Retail Management. Motivated leader with passion for Customer Service, Selling and Merchandising. Seeking a career change with a focus on an amazing non profit organization who want to make a difference by using my talents and drive.

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## Skills

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- Customer Service
  - Administration and Management
  - Personnel and Human Resources
  - Judgment and Decision Making
  - Persuasion
  - Selling and Marketing
  - Management of Personnel Resources
  - Time Management
  - Communications and Media
  - Loss Prevention
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## Experience

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**Store Manager**, 06/2007 to Current

**FAMOUS Footwear Outlet** – Charlotte, NC

- Successfully running a 1.3 million dollar store.
- Empower and supervise employees engaged in sales, inventory-taking, opening and closing procedures and scheduling.
- Have ensured sales goals, email capture, accessory percentage exceeded company standards.
- Cut shrink in half by providing outstanding customer service and scheduling to business needs.
- Hire, train, coach and evaluate team on selling or marketing, promoting or firing workers when appropriate.
- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- I have boutique-like store experience with Naturalizer Concept and Outlet under this company's umbrella in the 12 years of service.

**Customer Service Manager**, 05/2005 to 06/2007

**Old Navy** – Nashville, TN

- Hire and train employees, and evaluate their performance.

- Prepare employee work schedules.
- Merchandising
- Sales promotions change
- Volunteer Coordinator

**HR Team Lead**, 06/1998 to 05/2005

**Target** – Hendersonville, TN

- Interviewing and staffing
- Orientations
- Scheduling 120 team members
- Organize events for team such as parties for Birthdays, Holiday's and special events.
- Training new team members
- Softlines and Hardlines proficient
- Merchandising
- Overseeing million dollar departments.

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## Education

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**Associate of Applied Science:** Fashion Design and Merchandising, May 2006

**International Academy for Fashion Design and Merchandising** - NASHVILLE, TN

- Dean's List Honoree, 2 semesters.