

## ALEXANDRIA WOLF

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### EDUCATION:

Columbia College Chicago  
Bachelor of Arts in Arts, Entertainment & Media Management: Retail Management  
Minor: Public Relations  
Graduated December 2010, Cum Laude  
GPA: 3.772

### EXPERIENCE:

#### **VON MAUR**

##### Yorktown Center - Lombard, IL (Flagship Store)

- Women's Shoes Assistant Department Manager *May 2011 - August 2011*
- Juniors Department Manager *August 2011 - April 2012*
- Interim Store Manager (Glen Town Center - Glenview, IL) *August 2013 - September 2013*
  - Oversaw entire store staff (170 total) and 3 executive managers
  - Directed store inventory, preparing and compiling all reports and data
  - Managed all store operations and oversaw human resources department
- Interim Store Manager (Polaris Fashion Place - Columbus, OH) *March 2014 - April 2014*
  - Oversaw entire store staff (120 total) and 3 executive managers, trained new floor manager
  - Executed store training and launch of new registers and POS system
  - Edited and published store schedules and processed payroll
  - Managed all store operations and oversaw human resources department
- Floor Manager *April 2012 - Present*
  - Directly oversees 9 departments (Second Floor - 9 department managers, 4 assistant managers, 50 associates) that annually gross \$20 million; indirectly supervises entire store, both selling and nonselling staff
  - Assists loss prevention with shoplifting apprehensions
  - Maintains appropriate store staffing levels by monitoring schedules, staff shortages and customer traffic - forecasts future staffing needs
  - Recruiting, screening and interviewing candidates - offering out positions and assisting with training
  - Motivates and trains staff - administers programs for new and existing procedures, delegates projects to department managers
  - Evaluates store's level of customer service, handles customer concerns, appraises employee performance and potential for advancement, makes promotion recommendations
  - Conducts employee reviews, monitors wage increases, follows all disciplinary procedures when needed and terminates employees when necessary
  - Calculates and analyzes sales performance figures, budgets, sales goals and payroll percentages
  - Communicates with the buying division and vendors, providing ongoing feedback regarding stock levels, merchandise performance and sales growth

#### **JOLIE BOUTIQUE**

##### Downers Grove & Hinsdale, IL

- Assistant Store Manager *April 2009 - February 2011*
- Store Manager *February 2011 - May 2011*
  - Interviewed applicants, trained new employees, created schedules for both stores and evaluated store customer service
  - Oversaw all visual and operational projects within the store
  - Assisted on 2 buying trips annually, planned for upcoming seasons, monitored inventory levels and directed 3 store events yearly
  - Managed and updated social networking accounts weekly, designed store newsletters, created and launched new store website