

# Wendy Diamond

## Store Manager - Roseville Turn Style Consignment

Cottage Grove, MN 55016

wrzndbc@gmail.com - 651-428-3359

Seeking a management position with an exciting, growth-oriented multichannel retailer, in an environment where I can utilize my consultative experience in retail management, customer service and public relations. Contribute leadership and enthusiasm, while promoting positive consumer experiences that directly impact sales and brand loyalty. Maintain a hands-on management style in all aspects of business, giving me opportunity for personal growth and career advancement within the organization.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Store Manager

Turn Style Consignment - Roseville, MN - April 2015 to Present

##### Responsibilities

Manages all aspects of intake and sales for fast-growing national clothing and home goods chain in the resale industry. Promoted to flagship store in Roseville, overseeing 16,000 sq. ft. location, two assistant managers and 25 sales staff. Manages daily reporting, scheduling, hiring, training, customer inquiries, product intake and output. Delegates workload and priorities to staff. Analyzes daily business reports and data, while communicating store goals and expectations. Stays up-to-date on current trends and styles that help the business flow through each season. Manages inventory to meet daily/monthly/yearly sales goal, manages P&L statement, manages payroll within budget. Hires, trains and retains personnel, focusing on development of staff for future management positions.

#### Store Manager

Turn Style Consignment - Woodbury, MN - August 2002 to April 2015

Deliver excellent customer service by greeting and assisting each customer. Addressed customer inquiries and resolved complaints. Opened a new store location and assisted in recruiting and training new staff. Reorganized the sales floor to meet company demands. Determined staff promotions and demotions, and terminated employees when necessary. Stocked and restocked inventory when shipments were received. Trained all new managers on store procedures and policies. Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts. Completed weekly schedules according to payroll policies. Maintained daily record of all transactions. Trained staff to deliver outstanding customer service.

#### Food Service Worker/Lead Cashier

South Washington County Schools - Cottage Grove, MN - September 2000 to September 2005

Assist with various kitchen duties, responsible for day-to-day accuracy for student accounts, money management, inquiries by student and parents with regards to accounts. Day end processing of meal program, bank deposit and ensuring proper compliance with government subsidized meal program. Assisted Food Service Director by screening, interviewing, hiring and providing new employee orientation for all new food service employees for three years.

#### Employee Service Representative - Human Resources Department

St. Paul Companies (Now Travelers) - Saint Paul, MN - October 1998 to July 2000

Respond to employee inquires regarding payroll and benefit issues

Work with various departments and vendors to resolve payroll and benefit issues  
Provide interpretation of company policies and procedures to both employees and management  
Assist employees with questions or procedures for leave of absence including FMLA information  
Assisted in the development of a new severance plan, successfully implemented new plan during mass layoff  
to act as point person for severance plan

### **Personnel Services Assistant- Human Resources**

St. Paul Companies (Now Travelers) - Saint Paul, MN - February 1988 to January 1995

Responsible for processing of payroll information and benefit enrollment  
Conducting new employee orientation and exit interviews  
Process and maintain leave of absences  
Administration of annual performance reviews  
Assist managers and employees with interpretation of company policies and procedures  
Coordination and implementation of annual benefit enrollment fair

### EDUCATION

#### **Human Resource Management**

St. Paul Technical College - Saint Paul, MN

### ADDITIONAL INFORMATION

#### Areas of Expertise

- Retail Store Management
  - Customer Satisfaction
  - Inventory Management
  - Visual Merchandising
  - Staff Training & Team Building
  - Product Promotions & Brand Development
- 
- Leadership
  - Hiring & Staff Retention
  - Event Coordination
  - Corporate Communications