

Michael Fraser

Store Manager - Fanzz

Fort Collins, CO 80525

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(719) 257-3553

I am a motivated and dependable professional that has 3+ years of experience in retail and dealing with customer service.

Work Experience

Sales Associate

Sierra Trading Post - Outdoor Retail Store - Colorado Springs, CO

September 2015 to Present

Responsibilities

Multifaceted within organization, worked in operations, front end and apparel departments. Largely responsible for handling incoming shipments, processing merchandise, merchandising product on sales floor, running pos systems/processes.

Accomplishments

The ability to work in multiple departments shows my flexibility and skills in all departments.

Marketing Agent

Sharp Marketing - Colorado Springs, CO

January 2014 to August 2015

Responsibilities

Started out as an indoor marketing representative, proved my abilities and moved on to business to business marketing lead.

Accomplishments

Continued growth in sales numbers, abilities to train coworkers on techniques and processes for successful marketing.

Skills Used

Determination, flexibility, unwavering confidence were just some of the skills that helped me to excel in this position.

Store Manager

Fanzz - Newark, DE

September 2012 to December 2014

Maximized scheduling to provide appropriate coverage for store as well as to hit Sales per Labor Hour

Goals

- Able to average 1.85 IPT and 43.00 Average \$ sale for the store
- Handled any issues that arose at the store such as faulty lighting or handling credit card fraud

- Evaluated and gathered products requests and urgent needs and sent through the appropriate channels when necessary
- Ordered necessary supplies for the store such as; toilet paper, glass cleaner, and various office supplies
- Specialized in Merchandising product in the store
- Trained new employees regarding company policies, with RetailPro as well as Island Pacific P.O.S. operating systems and in opening/closing procedures
- Held monthly to bi-monthly store meetings to provide training, keep staff on the same page and to build team moral

Store Manager

Fanzz - Saint Joseph, MO

October 2011 to August 2012

Maximized scheduling to provide appropriate coverage for store as well as to hit Sales per Labor Hour Goals

- Able to average 1.75 IPT and 37.00 Average \$ sale for the store
- Handled any issues that arose at the store such as faulty lighting or handling credit card fraud
- Evaluated and gathered products requests and urgent needs and sent through the appropriate channels when necessary
- Ordered necessary supplies for the store such as; toilet paper, glass cleaner, and various office supplies
- Specialized in Merchandising product in the store
- Trained new employees regarding company policies, with RetailPro as well as Island Pacific P.O.S. operating systems and in opening/closing procedures
- Held monthly to bi-monthly store meetings to provide training, keep staff on the same page and to build team moral

Sales Associate

Fanzz - Colorado Springs, CO

November 2009 to October 2011

Utilized RetailPro and Island Pacific P.O.S. systems to monitor inventory control

- Used UPS for shipping and receiving of merchandise according to company policy
- Properly logged all records of store to store transfers
- Evaluated and gathered products requests, produced shipping tags, and distributed product requests to customers
- Offered customer service, involving responding to product queries over the telephone, cost checks, refunds & checkout
- Specialized in Merchandising product in the store
- Trained new employees regarding company policies, with RetailPro as well as Island Pacific P.O.S. operating systems and in opening/closing procedures

Assistant Manager

Lids - Colorado Springs, CO

July 2007 to November 2009

Handled cash record and refund catalog for a demanding, traffic retail stores.

- Offered customer service, involving responding product queries over the telephone, cost checks, refunds & checkout.
- Accountable for putting, accepting and rotating a stock all over the store.
- Handled store inventory.
- Used UPS for shipping and receiving of merchandise according to company policy

- Occasional schedule writing
- Handled training of new employees to the P.O.S. operating system, with merchandising, to the company policies and opening/closing procedures

Warehouse Clerk/Delivery Driver

Snacks for a Purpose - Colorado Springs, CO

May 2007 to June 2008

Loaded trucks for the next day of deliveries

- Organized merchandise for easy accessibility
- Accepted arriving truck deliveries, verified statements and receipts of handling.
- Coffee delivery route
- Fort Carson vending machine stocking route

Education

High school or equivalent

Harrison High School - Colorado Springs, CO

2006

Colorado School of Mines - Golden, CO

Skills

- Merchandising
- Store Management Experience
- B2B Sales
- Business Development

Additional Information

Skills:

- 3+ years of utilizing UPS for shipping and receiving product
- Properly utilizes tools such as RetailPro and Island Pacific P.O.S. operating systems to monitor inventory control
- Proficient in the use of all MS Office programs i.e.; Word, Excel, Outlook, PowerPoint
- Excellent customer service skills