

JASMINE COLE

Retail Store Supervisor

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PROFESSIONAL SUMMARY

Retail supervisor running a \$3.6M annual volume store with a team of 18. Lifted conversion 11% and held shrink below 0.9% for two years.

CORE SKILLS

- Team scheduling
- Loss prevention
- Customer escalations
- Coaching and training
- Visual merchandising
- POS and cash control
- Inventory counts
- Upselling

PROFESSIONAL EXPERIENCE

Store Supervisor

2022 - Present

Prairie Home Goods, Saskatoon, SK

- Supervise 18 associates across 7-day coverage and build weekly schedules.
- Improved store conversion rate from 19% to 30% with a greeting standard.
- Held shrink at 0.87%, the best of 9 stores in the district.

Sales Associate

2019 - 2022

Riverbend Apparel, Saskatoon, SK

- Top seller for 6 quarters with an average basket 22% above store average.
- Resolved 40+ customer escalations a month with a 4.8/5 satisfaction rating.

CERTIFICATIONS

- Smart Serve (Saskatchewan) - valid to 2027
- Standard First Aid / CPR Level C

EDUCATION

High School Diploma

2019

Walter Murray Collegiate, Saskatoon, SK