

Kieli Menteer

Store Manager

Driven Store Manager with two years of experience, passionate about enhancing team performance and customer satisfaction. Eager to learn and adapt in dynamic retail environments, consistently achieving sales goals while fostering a positive atmosphere.

kieli.menteer@gmail.com

(443) 522-7837

Toledo, OH

Education

**Associate of Applied Science
in Retail Management
at Cuyahoga Community
College**

Nov 2018 - May 2023

Retail operations, marketing principles, inventory management, customer service strategies, merchandising, business communication, and financial accounting.

Links

[linkedin.com/in/kielimenteer](https://www.linkedin.com/in/kielimenteer)

Skills

Leadership

Communication

Problem-solving

Time management

Customer service

Teamwork

Languages

English

Chinese

Employment History

Assistant Store Manager at Walmart, OH

Apr 2025 - Present

- Spearheaded a team initiative that increased customer satisfaction scores by 17%, resulting in improved store reputation and repeat business.
- Implemented an innovative inventory management system, reducing stock discrepancies by 12% and boosting overall efficiency.
- Mentored and trained over 25 employees, fostering skill development that led to five promotions within the first year.
- Collaborated with cross-functional teams to launch a new product line, increasing sales revenue by \$68,500 in the first quarter.

Sales Associate at Target, OH

Mar 2023 - Mar 2025

- Increased department sales by 17% within six months through personalized customer service and strategic upselling techniques.
- Led a cross-departmental project to streamline inventory processes, reducing stock discrepancies by 28% and improving shelf availability.
- Mentored five new team members, enhancing their product knowledge and boosting team efficiency, resulting in a 12% improvement in customer satisfaction scores.
- Developed a targeted promotional campaign that increased weekend foot traffic by 22%, leveraging local partnerships and social media engagement.

Certificates

Certified Retail Operations Professional (CROP)

Aug 2023

Retail Management Certificate (RMC)

Sep 2021

Memberships

National Retail Federation

Retail Industry Leaders Association