JULIAN MERCER

ASSISTANT STORE MANAGER

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PROFESSIONAL SUMMARY

Assistant Store Manager with 5+ years supporting daily store operations, scheduling, and team development in apparel and home retail. Keeps the sales floor ready, coaches associates, and helps the store manager hit sales, shrink, and customer experience goals.

PROFESSIONAL EXPERIENCE

Assistant Store Manager Apr 2022 - Present
Nordstrom, Portland, OR

- Run daily floor operations for a 55-person team, assigning coverage, opening and closing the store, and handling escalations.
- Built weekly schedules around traffic and event calendars, keeping labour within 2% of budget during anniversary sale weeks.
- Coached associates on clientelling and follow-up, helping the store grow repeat customers 12% in a year.
- Led monthly cycle counts and receiving checks, raising inventory accuracy from 91% to 96% and cutting markdown write-offs.
- Resolved customer complaints and exchange requests directly, keeping resolution rate high while following return guidelines.
- Onboarded 18 seasonal hires with a short training plan on point of sale, merchandising, and service standards.

Department Supervisor Jul 2019 - Mar 2022
Macy's, Portland, OR

- Supervised a women's apparel department of 12, setting daily priorities for fitting rooms, replenishment, and customer service.
- Executed floor sets and promotional signage on time, improving department sales 6% against the prior year.
- Reduced fitting-room backlog by assigning zones during peak hours, shortening average customer wait time noticeably.
- Counted and balanced registers with managers, maintaining accurate cash handling and flagging errors for follow-up.
- Recognised top performers in weekly huddles and shared simple coaching notes that improved credit card sign-ups 15%.

Sales Associate Jun 2018 - Jun 2019
Nordstrom, Portland, OR

- Delivered personal styling service to regular clients, building a customer book that produced 22% of department sales.
- Maintained fixtures and size runs and processed incoming shipments to keep popular items available during busy weekends.
- Became the go-to trainer for new associates, covering the point-of-sale system, returns, and customer service basics.

CORE SKILLS

Daily store operations | Labour scheduling | Team coaching | Inventory accuracy | Visual merchandising | Customer service recovery | Cash handling | Associate onboarding | Sales floor execution | Loss prevention | Point of sale systems | Task delegation | Retail reporting | Conflict resolution

EDUCATION

B.A. in Business, Portland State University, Portland, OR

CERTIFICATIONS

Retail Management Certificate, National Retail Federation Foundation