

VANESSA ALTHEA MAC-HENRY

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SUMMARY

Detail-oriented and experienced in fast-paced working environments that prioritizes customer needs and concerns. I am professional, flexible and friendly with 10 years of experience in retail and retail management.

WORK EXPERIENCE

Visual Merchandiser, Primark

June 2023- March 2024

- Managed store, merchandised displays, and insured proper stock levels.
- Assisted in setting up seasonal promotions and sales events.
- Analyze customer preferences to optimize product placement.
- Ordered inventory for the store and assisted buyers in choosing seasonal items.

Supervisor, Anthropologie

March 2022 - Sept 2022

- Supervised 20 employees which included training, feedback, evaluating and development of performance metrics.
- Developed team building, exercise exercises to boost team, morale and hosted, inclusive training for employees.
- Tracker monthly sales using Microsoft Excel to meet financial goals.
- I completed store opening responsibilities to include: opening registers, checking/replying to store emails, calculating sales goals ranging from \$2k to \$8 per day.
- I completed store closing responsibilities to include: closing registers, making sure the store was visually clean for opening, using back office to close the store systems.
- Monitor top selling items in order to gain insight of how much inventory is being sold.

Assistant Store Manager, Free People

July 2021 - March 2022

- Completed weekly operations to include: sending store assessment, emails to district manager, communicating new clothing, arrivals with the store manager and visual merchandiser.
- Reviewed financial store goals to compare the current fiscal year to the previous year.
- Assisted the visual merchandiser with the store, directive and product placement and store directive.
- Restocked, inventory, marked down items on sale and transferred inventory to warehouse.
- Promoted the brand awareness through maintaining a clean, neat and organized store.
- Frequently visited the store portal to maintain current product knowledge.

Assistant Store Manager, Aerie

June 2019- July 2021

- Enhanced customer experience by applying selling behaviors and helping guests through their shopping journey.
- Trained a group of at least 20 sales associates to meet daily sales goals of up to \$12,000 and more.
- Introduced new selling strategies to boost sales by 40% conversion and a 15% contribution.
- Trained sales associates on cash wrap and positive customer service skills.

EDUCATION

National Academy of Sports Medicine

- Certification in Wellness and Health Coaching

Present- January 2025

Moore College of Art and Design

- Bachelor's of Art in Fashion Design

August 2015- May 2018

KEY SKILLS

- Team Leadership
- Training & development
- Customer Service
- Performance Evaluation
- Problem solving
- Customer service
- Attention to details