

Jenn Cotton

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SUMMARY

Professional manager with 6+ years in retail management including independent boutique and large corporate sector. Expertise in Sales, Operations including recruitment, hiring, training, payroll and team management. Demonstrated ability to lead efficient and effective teams resulting in increase sales and customer satisfaction. Strengths include communication, time-management and problem solving skills while coordinating multiple projects focused on driving business results.

PROFESSIONAL EXPERIENCE

Tangerine Boutique, Chicago, IL

October 2007-Present

Store Manager

Manager of day to day operations of a million dollar multi-line women's contemporary boutique. Responsible for the communication of sales trends, product feedback, and quality assurance to buyer/owner.

- Introduced Standard of Procedures, including payroll/sales forecasting, new hire handbook, and inventory controls
- Hire, manage, train, and motivate staff of 6-10
- Consistently implementing innovating ideas to drive traffic, increase sales, and lower conversion

COACH, Inc

June 2003-May 2007

Associate Manager, Chicago IL (April 2005-May 2007)

Key manager in flagship store which served as a model for stores in the district, frequently hosted events for corporate executives and investors. Participated and provided feedback for numerous company initiatives that were ultimately implemented company wide. Department of responsibility during this time: Selling and service/human resources/operations.

- Member of a 5 manager team that exceeded corporate sales expectations, driving sales to 10 million for FY07
- Lead selling and service responsibility with a staff of 35-60, including 5 million dollar associates
- Recognized by corporate as atop talent in service initiative in district

Associate Manager, Schaumburg IL (July 2004-April 2005)

Served as one of two associate managers of this 7 million dollar store. Responsible for customizing corporate initiative to fit the culture of store and mall. Department of responsibility during this time: Human resources.

- Created an original method to recognize and reward top producers
- Responsible for the motivation of a team of 20-45 associates
- Developed 5 associates for internal promotion

Assistant Manager, Schaumburg IL (June 2003-June 2004)

Served as a liaison between selling staff and upper management. Selling and productivity was a top priority in this position. Department of responsibility during this time: Visual merchandising

- Top volume in sales of managers
- Contributed to 25% increase in store volume in 1 year
- Established new standards that made store a visual leader in district

Education

University of Missouri May 2003

Bachelor of Arts, Interdisciplinary Studies

Concentration: Business, Communication, Sociology

Columbia Missouri