



Sara Marin

General Manager

📍 London, UK

🕒 Sara's availability **should be discussed**

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Work Preference

Location: Not looking to relocate

Pattern: Open to Full-time work

Employment: Permanent Positions

Skills

Customer Service Management (Ad...)

Customer Satisfaction (Advanced)

Customer Service (Advanced)

Team Management (Advanced)

Sales & Marketing (Advanced)

Visual Merchandising (Advanced)

Employee Relations (Advanced)

Human Resources (HR) (Advanced)

Operation Optimization (Advanced)

KPI Reports

Schedule Planning

Complaint Management

Delivery Management

Relationship Building

People Development

Time Management

Administration

Management Coaching

About

Experienced and results-oriented Retail Manager. Motivated professional with strengths in supervising and developing employees and promoting optimal customer service. Adept in employee relations, managers training, inventory organization, and visual merchandising. Prepared, organized, and trained in product knowledge, Employee Relations and store regulations. Committed to creating an environment that is conducive to achieving increased sales, team and customer satisfaction.

BRANDS WORKED WITH

Pull&bear Itx Uk

April Technologies

Experience

● **Flagship General Manager**

| Nov 2021 - Now

- Managing a successful store environment and a staff of 35+ employees.
- Stock and sales management.
- Sales, hours & productivity.
- Security and shrinkage, cash desk and administration management, Health and Safety.
- Customer service.
- People management procedures: payroll, rotas, ER processes, recruitment, learning and development, performance reviews. Developing and motivating the team, giving and receiving constructive feedback with a positive manner.
- Communication with Head Office, Product Managers, Brand Manager/HR Manager and store with relevant follow-ups.
- Training of future managers for other stores, internal and external candidates.

● **General Manager**

| May 2021 - Nov 2021

● **Deputy Manager**

| Oct 2020 - Apr 2021

● **Supervisor**

| Dec 2019 - Sep 2020

● **Sales Assistant**

| Nov 2018 - Nov 2019

● **Contracts operator and trainer**

| Sep 2016 - Oct 2018

Team Leadership

Organization Skills

Hiring

Client-focused

People Management

Team Building

Talent Management

HR Strategy

Disciplinary & Grievance Procedures

Languages

English (Fluent)

French (Fluent)

Spanish (Native)