

Emma Brooks

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PROFESSIONAL SUMMARY

Retail supervisor with five years of experience in fashion and homewares, including two years as 2IC of a busy store. Skilled in leading teams, rostering, visual merchandising and hitting sales targets while keeping customer service high. Looking to step up to an assistant store manager or store manager role.

KEY SKILLS

- Leading and motivating retail teams
- Rostering and managing wage budgets
- Coaching staff on sales and service
- Visual merchandising and store presentation
- Stock control, deliveries and stocktakes
- Opening, closing and cash reconciliation
- Handling escalated customer complaints
- Reading sales reports and setting targets

WORK EXPERIENCE

Store 2IC (Second in Charge)

2024 – Present

XXXX Homewares, Chermside, QLD

- Lead a team of 12 casual and part-time staff and run the store when the manager is away
- Prepare weekly rosters within the wage budget and cover gaps at short notice
- Coach staff on add-on sales, helping the store exceed its sales target in most months of 2025
- Manage deliveries, stock counts and visual merchandising updates

Senior Sales Assistant

2021 – 2024

XXXX Fashion, Brisbane, QLD

- Trained new team members on the register, service standards and store procedures
- Opened and closed the store, including cash counts and banking
- Set up seasonal displays and window changes

EDUCATION

Certificate IV in Retail Management

2025

TAFE example, Brisbane, QLD

Queensland Certificate of Education (QCE)

2020

Secondary school example, Brisbane, QLD

LICENCES & CERTIFICATIONS

- First Aid certificate (HLTAID011)
- Driver's licence

REFEREES

Referees available on request.