Kassandra Turner

859.469.3901 | Turner.Kassandra1@gmail.com | Lexington, KY |

PROFESSIONAL SUMMARY

Results-driven Assistant Store Manager with over 5 years of experience managing operations at a high-volume fuel and retail center. Excels at delivering exceptional customer service, maintaining a clean and organized store and forecourt, and resolving customer concerns. Proven ability to maintain strict inventory control, ensure compliance with OSHA safety and environmental regulations, and execute planogram compliance. Strong leader who thrives in a fast-paced environment and is committed to achieving business goals.

PROFESSIONAL SKILLS

- Problem-solving
- Progressive leadership style
- Effective communication
- Adaptability
- Detail-oriented
- Teamwork and collaboration

EDUCATION

Bachelor of Science, Business Management, Western Governors University | Salt Lake City, UT February 2028

Relevant Coursework:

- **Business Communication**: Active listening, interpersonal communication, and how to communicate effectively with stakeholders and different members in the workplace. How to and what methods are appropriate to use to respond in certain situations in the workplace.
- **Functions of Human Resource Management**: Employee relations, recruitment and selection, policies in the workplace, conflict resolution, and compensation.
- **Emotional and Cultural Intelligence**: Nonverbal and verbal cues, how to make people of different cultures feel comfortable in situations, and how to effectively communicate with people in different cultures.
- **Organizational Behavior**: Leadership, motivation, employee engagement, and teamwork.

PROFESSIONAL EXPERIENCE

Assistant Store Manager, Circle K, Lexington, KY December 2024 - Present

- Analyze sales trends to ensure targets are met and investigate variances.
- Execute strict loss prevention protocols and increase employee awareness to prevent theft.
- Handle daily store operations in the store manager's absence and ensure operations run smoothly.
- Supervise, lead, and motivate employees to ensure completion of shift duties and always provide excellent customer service.
- Oversee the ordering process to ensure product availability and coordinate with vendors when receiving to ensure all products are being delivered, rotated, and inventory levels are acceptable.
- Train new hires and evaluate performance to maintain professional standards.
- Troubleshoot self-checkouts, investigate issues, and develop solutions to fix the problem permanently or make sure employees know what to do when a problem arises, so customer wait times are not affected.

Manager, Sir Pizza, Lexington, KY October 2018 – April 2023

- Increased sales by 20% by providing a positive customer experience, ensuring concerns are handled immediately, and increasing trust with customers in the quality of products and always being consistent.

- Handled cash management including opening and closing drawers, reconciling drawers, prepared deposits and ensured paperwork is completed and discrepancies are investigated.
- Oversaw food preparation and ensured compliance with all safety procedures.
- Coordinated with owners to increase employee wages, which increased staffing, turnover and performance.
- Strategically planned promotions and advertising to increase business.
- Monitored stocking and receiving to ensure product availability, quality of products, and forecasted sales to ensure that shortages didn't occur.