[Your Name]

[City, State] | [Phone] | [Email]

SUMMARY

Key-holder with [number] years at [store type, for example a big-box store]. I open and close the store, run shifts of up to [number] associates, and handle the cash, the deposits and the customer issues that reach a manager.

SKILLS

- Opening and closing, alarm and safe procedures
- Running a shift: breaks, coverage and floor assignments
- Cash control, deposits and drawer audits
- Inventory counts, receiving and shrink reporting
- Training new associates
- Handling escalated customer complaints

EXPERIENCE

[Key-holder or Shift Lead], [Employer]

[City, State] | [Month Year] to Present

- Open or close the store [number] times a week, including the safe count and the bank deposit.
- Run shifts of [number] associates and adjust breaks and floor coverage when someone calls out.
- Led the [quarterly or yearly] inventory count for [department], finishing [on time or ahead of schedule].
- Trained [number] new associates on the register, cash rules and returns.
- Resolve customer complaints at the counter before they go to the store manager.

[Sales Associate], [Employer]

[City, State] | [Month Year] to [Month Year]

- Promoted to key-holder after [number] months.
- Worked the register, fitting rooms and receiving, and covered every department when needed.

TRAINING AND CERTIFICATIONS

[Company leadership or key-holder training, if any], [Year]
[Any other certificate, such as first aid], [Year]

EDUCATION

[High school name, or GED program], [City, State]
[High school diploma or GED], [Year]