

Lori Price

Aurora, IL 60504

reference:

1 Bookshop, Naperville, November 2012 - present

Responsibilities and/or achievements include:

- ordering gift products, including greeting cards and seasonal gift products, for all 3 locations that appeal to a variety of customers to increase sales and profit, while maintaining desirable inventory levels
- increased sales in a variety of categories
- added additional categories to increase sales and traffic
- use of social media to announce new products or categories, sales and events
- receiving merchandise for all 3 stores to ensure accuracy of billing; pricing and transferring items to/from each store, maintaining a balanced inventory amongst all stores
- creating and analyzing reports to: ensure accuracy of inventories, reorder product, balance inventory, maintain/improve effective sell-through, and return or reduce slow selling merchandise as needed.
- planning for and merchandising products, creating visual displays that showcase new, seasonal or trendy products for maximum exposure and cross-merchandising to increase add-on sales and profit
- meeting with vendor representatives to select/sample new products and/or re-order current products negotiating terms with new vendors to increase profitability
- traveling to gift shows/conventions to find new or unique products
- traveling between stores to assist with the merchandising of gift products
- communicating with staff any changes regarding gift and sideline merchandise
- overseeing end-of-year card and gift inventory at all 3 stores
- assisting customers with gift, card and book selections

Bookfair Company, August 2007 - December 2010

responsibilities included:

- selecting inventory for school book fairs
- assisting with end-of-year inventory
- creating displays for events

Poration, 1984 - 1997

Credit Card Operations, 1994-1997

responsibilities included:

- the development and implementation of the Kmart Credit Card in over 2,100 stores
- the introduction of a training and policy manual for the Kmart Credit Card, including editing and printing of final copies
- the production of training videos for all Kmart employees on introducing the credit card and obtaining customer applications for the credit card
- traveling to newly opening stores to train managers and employees
- working with our partnering bank to provide quality customer service, training and best practices for implementation
- evaluating employees under my direct supervision for their performance and suggested areas for improvement

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Supervisor, Customer Service, 1991-1994

Responsibilities included:

- supervising a staff of 12-20 who took customer service calls, letters and emails at Kmart Headquarters
- coaching store managers and assistant managers on more effective ways to handle customer complaints
- handling customer calls and inquiries when they became more elevated to find resolution
- creating and authoring a monthly newsletter offering tips for improvement and highlighting exceptional performance
- evaluating employees under my direct supervision for their performance

Assistant Manager, Farmington Hills, MI 1989-1991

Assistant Manager, Merrillville, IN 1987-1989

Supervisor, Effingham, IL 1984-1987

Community Involvement:

School Board Member, 2011 - present

Served as Board President from 2013-2017

Currently serving as Board Secretary since 2017

President, Indian Prairie Special Needs PTA

Education:

BS in Consumer Affairs, Eastern Illinois University

References:

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