

Angela Ault

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Objective

Dedicated and hardworking Area Supervisor successful at leading and motivating retail workers to provide exceptional service every time. Knowledgeable about end-to-end store operations with history of targeting improvements to enhance operations. I am also a motivated Business student seeking an internship in Retail Management to gain hands-on experience. Outgoing and friendly with a strong drive to succeed.

Experience

Kohl's Area Supervisor 2018 – Present

- Coached staff on strategies to enhance performance and improve customer relations.
- Delegated work to staff, setting priorities and goals.
- Assisted with customer requests and answered questions to improve satisfaction.
- Displayed strong telephone etiquette, effectively handling difficult calls.

McDonalds Front Manager 08/2018 – 09/2018

- Scheduled shifts for staff members based on weekly forecasts.
- Managed team of 10-15 employees in fast-paced environment.
- Delegated work to staff, setting priorities and goals.
- Trained front-of-house staff on restaurant policies and procedures, guest service techniques and communication skills to promote positive experiences.

McDonalds Front Manager 2012 – 2018

- Managed team of 10-15 employees in fast-paced environment.
- Supervised stock levels of kitchen ingredients ensuring freshness of food served.
- Coached team members on food safety and sanitation processes, customer service, menu education and up-selling techniques to drive revenue.

Education

Associate of Science | Business

Southern New Hampshire University

Hooksett, NH | Expected in May 2024

- Fall - 2022, Dean's List, Honor Roll
- Winter – 2023, Dean's List, Honor Roll
- Spring – 2023, Honor Roll
- Summer– 2023, Dean's List, Honor Roll
- Fall – 2023, Dean's List, Honor Roll

Skills & abilities

- Directing Workers
- Excel Experience
- Goal-Oriented
- Strategic Planning

References

Available upon request