Luis Herrera

Store Manager | Assistant Store Manager

CONTACT

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(512) 555-0104

Austin, TX

SKILLS

Store P&L · Sales planning · Payroll and labor scheduling · Shrink and loss prevention · Hiring and onboarding · Coaching department leads · Omnichannel fulfillment · Inventory accuracy · Safety programs · Vendor and service partners · Workforce management systems · Spanish (fluent)

EDUCATION

BBA, Management
Central Texas University
2019

CERTIFICATIONS

· OSHA 10-Hour General Industry

PROFESSIONAL SUMMARY

Store manager with seven years in big-box and home improvement retail, currently running a high-volume store with 85 team members. Drives sales and service through a strong bench of department leads, controls payroll and shrink, and keeps the store audit-ready. Bilingual in English and Spanish and known for developing hourly employees into managers.

PROFESSIONAL EXPERIENCE

Store Manager

Feb 2022 — Present

Pflugerville Home & Garden Center · Austin, TX

- Lead a store with about $28 million in annual sales and 85 team members, including five department leads and two assistant managers.
- Grew sales about 6% over plan in the last full year by staffing contractor service hours earlier and running weekly pro-customer events.
- Brought store shrink back within company target by tightening receiving checks, reorganizing high-theft displays and training staff on loss prevention steps.
- Promoted six hourly associates into lead and assistant roles through a development plan with monthly check-ins and cross-training.

Assistant Store Manager

Jun 2019 — Jan 2022

Lone Star General Merchandise · Round Rock, TX

- Managed front end, receiving and online order pickup for a store with 120 employees, scheduling crews across three shifts.
- Set up the store's curbside pickup operation within two weeks, training staff and adjusting workflows as order volume grew.
- Ran safety walks and incident reviews, keeping the store's safety audit scores among the best in the district.