Jordan Whitecloud

Assistant Store Manager | Sales Associate and Key Holder

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PROFESSIONAL SUMMARY

Assistant store manager in a specialty outdoor retailer, promoted from key holder after two seasons on the floor. Opens and closes the store, builds weekly schedules, coaches a team of 14 on product knowledge and runs receiving and inventory counts. Ready for a store manager role in a small-format or specialty store.

PROFESSIONAL EXPERIENCE

Bow River Outfitters · Calgary, AB **Mar 2025 — Present**

Assistant Store Manager

- Run the store as manager on duty four days a week for a team of 14, covering openings, closings, cash office and customer escalations.
- Build weekly schedules within the payroll budget, shifting hours toward weekend and ski-season peaks while keeping breaks compliant with provincial rules.
- Led product knowledge training for the winter season, pairing new hires with experienced staff for boot and ski fitting until they could fit alone.
- Run weekly receiving and quarterly inventory counts, tracing variances to mis-scans and fixing the receiving steps that caused them.

Bow River Outfitters · Calgary, AB **Oct 2023 — Feb 2025**

Sales Associate and Key Holder

- Advised customers on hiking, camping and ski gear, consistently ranking among the store's top associates for accessory attachment.
- Reset seasonal floor sets from head office planograms and adjusted displays to fit the store's smaller layout.

EDUCATION

Certificate, Business Administration **2024**

Chinook Valley College

SKILLS

Technical: Opening and closing, Weekly scheduling, Coaching and product training, Visual merchandising, Receiving and inventory counts, Cash office and deposits, Customer escalations, Loss prevention basics, Clienteling, Point-of-sale systems, Health and safety inspections, Excel

Certifications: Standard First Aid and CPR