MORGAN REED

RETAIL MANAGEMENT & TEAM LEADERSHIP

New Zealand
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Illustrative contact details

PROFILE

A retail manager with experience leading store teams, developing customer relationships and maintaining dependable daily operations. Combines practical coaching with organised routines, thoughtful stock management and a focus on service. Comfortable translating business priorities into clear actions for staff and following through with customers and colleagues.

SELECTED CONTRIBUTION

TEAM DEVELOPMENT

Introduced structured task coaching and regular check-ins for new starters.

CUSTOMER FOLLOW-THROUGH

Created a shared order log to make outstanding customer requests visible.

STOCK ACCURACY

Established regular location checks and clearer follow-up of discrepancies.

DAILY COORDINATION

Improved shift handovers so colleagues could pick up open tasks confidently.

CORE STRENGTHS

- People leadership
- Customer resolution
- Stock control
- Rostering
- Store presentation
- Sales reporting
- Staff induction
- Supplier follow-up
- Team communication

PROFESSIONAL EXPERIENCE

Store Manager

Harbour Home Supplies | 2022 - Present

Lead a team of eight across customer service, sales and stock handling in a home and lifestyle retail store.

- Plan rosters, allocate daily responsibilities and coach staff on service and product knowledge.
- Review store results with the regional manager and agree practical priorities for the team.
- Coordinate stock checks, investigate discrepancies and follow up supplier queries.
- Resolve customer concerns and keep outstanding orders visible through a shared handover process.
- Support safe working routines, store presentation and seasonal promotional activity.

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EARLIER PROFESSIONAL EXPERIENCE

Assistant Store Manager

Corner Retail Group | 2018 - 2022

Supported a busy retail team with daily trading, staff coordination and customer enquiries.

- Managed opening and closing routines, cash checks and task allocation.
- Supported regular stock counts and helped resolve discrepancies between deliveries and store records.
- Trained new team members on point-of-sale routines, returns and customer enquiries.
- Coordinated promotional displays and replenishment during seasonal campaigns.

Customer Service Team Member

Corner Retail Group | 2015 - 2018

- Assisted customers with product questions, purchases and order collections.
- Maintained accurate transactions and worked with colleagues to keep the shop floor organised.
- Took on additional opening duties before progressing into assistant management.

DEVELOPMENT

Internal leadership programme, Corner Retail Group | 2021
Ongoing workplace training in customer service, health and safety and stock management.

SYSTEMS

Microsoft Word and Excel; point-of-sale systems; inventory reporting; staff scheduling tools.

COMMUNITY AND INTERESTS

Volunteer helper at local community events. Enjoys walking, cooking and practical home projects.

WORKING STYLE

Approachable, organised and calm under pressure. Values clear expectations, consistent follow-through and helping colleagues build confidence.

REFEREES

Available on request.