

Samuel Nair

Assistant General Manager, Retail Sales Leadership

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STRENGTHS

- 👥 **Floor Leadership**
Led from active customer conversations, then turned live observations into practical coaching that helped specialists refocus.
- 📊 **Sales Coaching**
When scorecards exposed a selling gap, translated results into one clear behavior peers could use on their next interaction.
- ♥️ **Customer Resolution**
Handled difficult purchase and service concerns calmly, helping customers feel heard while protecting store policies and trust.
- ✅ **Operational Discipline**
Opening and closing routines became dependable habits, from cash controls and records through recovery and readiness.
- 👤 **Team Development**
Supported interviews, onboarding, training, and feedback, giving newer associates a clearer path through daily retail demands.

SKILLS

Retail sales Customer service
Sales coaching Quota attainment
Staffing support
Performance feedback
Cash handling Compliance
Merchandising Planograms
Device security Inventory control
Issue resolution
Team development Sales reporting

SUMMARY

Retail sales leader with four years of customer facing experience across **commission based** wireless and specialty retail environments. Progressed from sales associate to assistant store manager by combining **hands on selling** with thoughtful coaching, customer issue resolution, staffing support, merchandising, cash controls, and daily operations. Uses current sales results to set practical shift goals, identify **selling skill gaps**, and guide next customer conversations. Supports interviews, onboarding, product training, performance feedback, **opening and closing** routines, compliance, inventory readiness, planogram execution, device security, and facilities, network, and IT escalations. Builds trust with sales specialists through clear communication and shared accountability. Prepared to lead customer service, sales execution, and store operations during peak periods, evenings, weekends, holidays, and manager absences.

EXPERIENCE

Assistant Store Manager, Wireless Retail Operations

Island Link Mobile 📅 July 2025 - Present 📍 Kapolei, HI

Leads daily sales floor execution for a commission based wireless location, balancing personal selling, coaching, customer escalations, staffing coverage, secure cash handling, merchandising, and operational readiness.

- Led commission based wireless sales shifts through **hands on selling** and focused specialist coaching.
- Reviewed daily attainment results, then converted gaps into specific next customer behaviors.
- Supported interviews, onboarding, product training, and performance feedback for **staffing decisions**.
- Opened and closed the store, verified **cash controls**, and completed required **compliance** records.
- Resolved complex **customer transactions** while modeling needs based wireless product conversations for specialists.
- Coordinated planogram changes, **device security**, replenishment, and operational support tickets for readiness.

Senior Sales Specialist, Commission Sales

Aloha Tech Retail 📅 March 2024 - June 2025 📍 Honolulu, HI

Served as a senior floor resource in a **commission based** retail setting, managing personal sales results while coaching peers, supporting closing controls, and protecting **customer experience** during high traffic periods.

- Managed a personal **commission sales** pipeline while supporting newer associates during high traffic periods.
- Used daily scorecards to adjust demonstrations, follow up priorities, and customer conversations.
- Coached peers on product discovery and transaction flow after observing specific selling gaps.
- De escalated customer concerns involving purchases, service expectations, and device questions within policy.
- Executed **merchandising** resets and replenishment according to planograms, display accuracy, and **device security**.
- Supported cash reconciliation, inventory checks, closing routines, and issue documentation for leadership readiness.

Sales Associate, Specialty Retail

Harbor Point Outfitters 📅 October 2022 - February 2024 📍 Honolulu, HI

Delivered **customer service** in a goal driven specialty retail environment, developing product knowledge, transaction accuracy, merchandising discipline, cash handling, and reliable execution during seasonal demand.

- Connected product recommendations with customer needs and daily sales priorities on the floor.

LANGUAGES

English	Native
Hindi	Proficient

MY CAREER



- Assistant Store Manager, Wireless Retail Operations at Island Link Mobile (1.2 Years)
- Senior Sales Specialist, Commission Sales at Aloha Tech Retail (1.2 Years)
- Sales Associate, Specialty Retail at Harbor Point Outfitters (1.3 Years)

- Used supervisor feedback to strengthen product explanations, add on recommendations, and transaction accuracy.
- Replenished high demand merchandise and maintained promotional displays during peak customer traffic.
- Processed purchases and returns accurately while following cash handling and loss prevention policies.
- Supported **opening and closing** checklists, register preparation, recovery, and end of day organization.
- Built dependable performance across **evenings, weekends**, holidays, and seasonal peak periods.

PROJECTS

Store Readiness and Sales Coaching 📅 2025

Improved daily store readiness by connecting sales observations with coaching, replenishment, planogram accuracy, device security, and clear shift priorities. Strong customer experiences begin with teams that have practical support and reliable tools.

Customer Experience Resolution Playbook 📅 2024

Created a practical approach for resolving purchase, service, and device concerns through product knowledge, policy awareness, and calm communication. Each interaction became a chance to protect trust and support future sales.

LEADERSHIP & AWARDS

- Promoted to Assistant Store Manager after demonstrating dependable sales leadership and operational ownership.
- Recognized as a trusted floor resource for peer coaching, product explanations, and customer issue resolution.
- Earned expanded responsibilities across cash controls, opening and closing, merchandising, and staffing support.

EDUCATION

High School Diploma

President William McKinley High School 🎓 GPA: 3.5 📅 2022 📍 Honolulu, HI

Coursework: Business fundamentals, communication, mathematics, technology

CERTIFICATIONS

- Retail Sales Foundations Certificate 📅 2024
- Customer Service Leadership Certificate 📅 2025

TECHNICAL SKILLS

- **Sales Systems:** Commission sales, quota tracking, sales scorecards
- **Wireless Retail:** Device sales, service plans, product demonstrations
- **Customer Service:** Issue resolution, needs discovery, transaction support
- **Coaching Methods:** Goal setting, performance feedback, development plans
- **Staffing Processes:** Interview support, onboarding, shift coverage
- **Cash Operations:** Cash controls, reconciliation, register procedures
- **Retail Reporting:** Daily reporting, financial reporting, attainment tracking
- **Merchandising:** Planograms, shelf replenishment, display resets
- **Inventory Operations:** Inventory checks, device security, stock readiness
- **Store Operations:** Opening procedures, closing procedures, compliance routines
- **Technical Escalations:** Facilities requests, network support, IT tickets

PROFESSIONAL AFFILIATIONS

- Wireless retail sales teams, peer coaching and shared store accountability.
- Oahu customer service community, supporting respectful and solution focused retail interactions.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST