Sierra Cisneroz

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SUMMARY

I am a detail-oriented retail professional with 5+ years managing the retail clothing store Tillys. My experience advancing from Sales Associate to Co-Store Manager, as well as my education in Art History, gives me a unique perspective on leading a team and fostering a positive, creative work environment.

PROFESSIONAL EXPERIENCE

TILLYS | Co-Store Manager *July 2024 – Present*

- Direct and oversee all aspects of store operations, including sales performance, inventory management, visual merchandising, scheduling, payroll coordination, and employee development.
- Provide district-wide support, using home-store performance and leadership experience to assist other locations. Assumed additional leadership responsibilities during management vacancies.
- Monitor business performance and sales metrics across week, month, quarter, and year. Identifying opportunities to improve productivity and overall store performance.
- Reduced employee turnover through effective recruiting of approximately 40 associates and fostering a positive team culture. Encouraged and assisted associates to grow into leadership roles.
- Led and executed multiple full-store visual merchandising updates, creating engaging and sales driven layouts. Plan and execute store events and projects in alignment with district objectives.
- Consistently maintained Tillys Rewards percentage among the top stores in the district, averaging 85–95%.

TILLYS | Assistant Manager *April 2021 – July 2024*

- Led daily sales performance by collaborating and delegating to a team of 15–20 employees, cultivating a collaborative and supportive environment to drive sales.
- Contributed to earning a company-wide Store of the Month award within my first year of management.
- Maintained accountability for store readiness, organization, customer service, and operational standards.

TILLYS | Keyholder *August 2020 – April 2021*

- Supported store management by independently performing opening/closing procedures, payroll, and scheduling. Led daily sales segments, motivating the team to reach hourly store and personal goals.

TILLYS | Sales Associate *July 2019 – August 2020*

- Assisted with sales goals by delivering personalized customer service and product recommendations.

EDUCATION

Arizona State University
Bachelor of Arts (B.A.) in Art History

SKILLS

Problem Solving, Time Management, Multitasking, Cash Handling, POS Systems, Till Reconciliation, Scheduling, Payroll Management, Training and Development, Visual Merchandising