Brianna Caldwell

Assistant Sales Manager

Assistant sales manager with 2 years in furniture retail, now running the floor for a $4.2M showroom and coaching 9 sales associates. Builds weekly sales reporting in Microsoft Excel, handles price negotiation on large orders, and keeps customer service ratings above 4.7 out of 5.

brianna.caldwell@email.com (615) 555-0142 Nashville, TN linkedin.com/in/briannacaldwell

EXPERIENCE

Assistant Sales Manager

03/2025 - Present

Music Row Furniture Gallery — Nashville, TN

Second in charge of a 30,000-square-foot furniture and mattress showroom with 14 staff.

- Coach 9 sales associates on the floor and in weekly 1:1s, lifting average ticket from $1,850 to $2,240.
- Build weekly sales reporting in Microsoft Excel for the store manager, tracking close rate and delivery backlog.
- Approve price negotiation and financing offers on orders over $5,000, keeping gross margin at 46% or better.
- Oversee inventory management for 600 floor SKUs, cutting damaged-stock write-offs by $14,000 a year.

Sales Associate

06/2024 - 02/2025

Cumberland Mattress & Home — Nashville, TN

Commission sales at a 4-store home furnishings retailer.

- Generated $780,000 in furniture and mattress sales in 9 months, ranking 2nd of 11 associates.
- Resolved delivery and warranty issues by phone and email, keeping customer service ratings at 4.8 of 5.
- Processed special orders and financing applications in the POS system for about 40 customers a month.
- Exceeded monthly sales goals in 8 of 9 months and led the store in protection-plan attach rate at 38%.

SKILLS

Retail Sales
Sales Coaching
Customer Service
Negotiation
Sales Reporting
Inventory Management
Microsoft Excel
Microsoft Office
POS Systems
Communication Skills

EDUCATION

Bachelor of Business Administration

05/2024

Middle Tennessee State University

Murfreesboro, TN

Marketing