

Jonathan Antoshka

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ACCOUNT & RETAIL MANAGEMENT

Sales Operation | Training & Development | Customer Service | Administration | Analytics

Results-driven and highly resourceful professional with 15+ years of exceptional experience in executing managerial tasks while building and maintaining a good rapport with clients. Skilled at providing comprehensive support and service delivery to customers, while developing and executing strategic sales and marketing plans. An innovative-collaborator who is notable for working with cross-functional teams, clients, and leaders to align priorities and achieve mutual goals. Analytical professional adept at leveraging data to implement process improvements, adapt strategy, and influence change. *Proficient in MS Office*

**Process Improvement | Leadership | Negotiation | Orientation & Onboarding | Strategic Planning | Prospecting
| Consultative Selling | Reporting & Data Management | Change Management | Business Development
Project Management | Program Management | Conflict Resolution | Public Speaking**

Professional Experience

Jo Malone London, New York, NY

11/2017 – Present

Boutique Manager

Oversaw daily operations including staff management, ensuring policy-compliant services, providing support/consultation across stores, and resolving complex issues. Ensured accurate counting and reporting of all physical inventories. Consistently develop and modify new strategies based on client buying trends, market conditions, and competitors' actions to achieve business goals.

Selected Accomplishments:

- Facilitated training for 9 new employees on sales, educating them on policies and procedures, closing strategies, and customer relations which enhanced their consultative sales skills and conversion rate
- Collaborated with Field Director and Executive in interviewing and hiring new stylist as well as developing store and counter managers in building top-notch in-store performance
- Boosted service delivery by over 50% by coaching staff members on outstanding customer service techniques which led to an increase in positive reviews on Yelp, Google, and Corporate Feedback
- Managed a team of 5 full-time and 4 part-time stylists by keeping them motivated and accountable using incentives and evaluating their weekly performances through best practices
- Generated sales revenue of over \$1.5M in 2019; managed the distribution of payroll budgets as well as the disbursement of funds for daily business operations when needed
- Coordinated phone outreach campaigns reaching over 200 clients weekly from the company's database, which brought about a 55% increase in overall sales during Covid-19 outreach

Brooklyn Industries, New York

09/2011 – 03/2016

General Manager

Responsible for ensuring operations across all stores in the district complies with the company's policies and procedures. Managed all in-store operations and oversaw staff performances. Handled payroll and store supply budgets, organized P&L reports and ensured margin targets is on track with growth plans.

Selected Accomplishments:

- Spearheaded the recruiting, hiring, and orientation of 20 new employees (sales associate, supervisors, and managers) for the Manhattan store locations in partnership with the Regional and HR Manager
- Assisted 16 stores throughout the facilitation of visual merchandising outlines and guidance; represented 5 stores in the Manhattan district in ensuring seasonal trends meet client needs

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- Streamlined in-store experience by implementing effective client service styles, growing the company's overall customer satisfaction index rating
- Introduced and launched a staff engagement platform with a communication brand which helped in boosting employee's morale and the overall report mechanism, leading to an increase in operations quality
- Mentored and coached over 25 staff using the BKI Tower method in enhancing principles, in-store practices, and company procedures
- Increased profits through the execution of effective strategic sales plans which helped in the achievement of the company's productivity goals with a double and triple increase in all retail metrics

GAP Inc., New York, NY

11/2004 – 02/2011

Senior Brand Experience Manager

Managed Brand Experience Team and Shipment Receiving Team in the execution of all product placement and shipment receiving and processing procedures to floor ready standards for the kids, men's, and women's departments. Ensured product placements comply with presentation standards; modify visual presentations to consistently ensure brand appropriateness for each department.

Selected Accomplishments:

- Stimulated visual merchandising operations and sales administration across five different stores, managing a total of 19,000 units of shipment across all stores
- Helped stores adapt spaces to accommodate merchandise; encouraged flawless in-store floor moves and maintained all window visual displays throughout each department
- Fostered best practices in service delivery and inventory management through the coaching, mentoring, and evaluation of Brand Team members on merchandising techniques
- Gained more clients into the company's database through exceptional customer service all through their shopping experience; attracted new customers by optimizing GAP card rewards and bonus coupons

Languages

English | Arabic | Spanish

Education

Bachelor of Arts, Organizational Behavior and Change | New York University, NY (Active)

Member of Undergraduate Student Council, Secretary – 2019

Associate of Arts, Liberal Arts & General Studies | Borough of Manhattan Community College New York, NY (2018)

Member of Phi Theta Kappa Honor Society (PTK)