

# Victoria Furtive

## OBJECTIVE

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To obtain a position that allows for professional growth and development in the area of human resources management.

## EXPERIENCE

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2003-Present    Victoria's Secret Stores    Ann Arbor, MI

*Co-Director Talent and Teams*

- Actively recruit hire, and staff top sales talent to provide an intimate client focused shopping experience.
- Create employee schedule weekly analyzing business traffic trends and associate performance to drive top line sales and increased conversion.
- Manage personal and associate sales goaling to meet and exceed store's projected sales goals in all must win categories.

2001-2003    Target Corporation    Canton, MI

*Executive Team Leader Guest Services*

- Maintained Guest Service initiatives store wide to provide a positive client experience and increase brand loyalty.
- Assisted in district wide training for incoming executives.
- Managed financials and expense accounts to increase store profitability.

*Executive Team Leader Relations*

- Actively recruited and staffed store to ensure consistent top talent.
- Organized and conducted all initial associate onboarding creating positive work environment that enforced a guest service culture.
- Managed performance and personal development of 200 team members allowing for professional growth and succession planning.

## EDUCATION

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2005    University of Michigan    Ann Arbor, MI

- B.A., Organizational Studies
- Participated in implementation of M-Pathways conversion

## INTERESTS

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Society for Human Resource Management, mentoring

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