

Thandiwe Nyathi

Retail Manager

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Retail manager with five years of experience running high-street stores, currently managing a 28-person team at one of Nottingham's busiest locations. Took the store from 14th to 3rd in the regional rankings within a year by tightening stock control and overhauling the rota system. Started on the shop floor and worked my way up through supervisor and assistant manager roles.

■ EXPERIENCE

Store Manager, Boots UK, Nottingham

Jan 2024 – Present

Full P&L responsibility for a flagship Victoria Centre store turning over £3.2 million annually.

- Manage a team of **28 staff** across sales floor, pharmacy counter, and beauty advisory
- Moved the store from **14th to 3rd** in the East Midlands regional rankings within 12 months
- Reduced stock shrinkage from **2.1% to 0.9%** by introducing tighter receiving procedures and staff training
- Improved customer satisfaction scores from **76% to 89%** as measured by monthly mystery shopper audits

Assistant Store Manager, Next plc, Nottingham

Mar 2022 – Dec 2023

Supported the store manager in running a 19-person team at the intu Victoria Centre location.

- Managed the weekly rota for **19 staff** and reduced overtime spend by **22%**
- Led the Christmas 2022 campaign — store hit **£410,000 in December sales**, a 12% year-on-year increase
- Trained and onboarded **8 new team members** during the seasonal hiring period

Sales Supervisor, Primark, Derby

Jan 2021 – Feb 2022

Supervised a team of 10 on the womenswear floor of the Derbion Centre store.

- Maintained **98% visual merchandising compliance** across weekly audits
- Handled cash reconciliation for tills processing **£25,000+ daily**
- Promoted from sales assistant to supervisor within **9 months**

■ EDUCATION

HND in Business Management, Nottingham Trent University, Nottingham

Sep 2019 – Jun 2021

Completed with a Distinction profile. Modules included retail operations, supply chain management, and consumer behaviour.

■ SKILLS

Store Operations & P&L Management • Team Leadership & Rota Planning • Visual Merchandising • Stock Control & Inventory Management • Customer Service Excellence • Sales Target Achievement • Staff Recruitment & Training • Loss Prevention • Microsoft Excel & Retail POS Systems • Health & Safety Compliance

■ CERTIFICATIONS

Level 3 Retail Manager Apprenticeship, Boots UK / Lifetime Training

Mar 2024

IOSH Managing Safely, Institution of Occupational Safety and Health

Jun 2024

■ LANGUAGES

English (native) • Igbo (conversational)

■ PROJECTS

Shrinkage Reduction Programme – Boots Nottingham

Mar 2024 – Sep 2024

Identified and addressed the root causes of stock loss at the Victoria Centre store.

- Analysed **6 months of CCTV and EPOS data** to pinpoint high-risk product categories
- Introduced locked displays and staff awareness training — shrinkage dropped from **2.1% to 0.9%**

Christmas Sales Campaign – Next Nottingham

Nov 2022 – Dec 2022

Planned and executed the in-store Christmas campaign including staffing, displays, and promotions.

- Coordinated with visual merchandising team to refresh displays **3 times across the period**
- Store achieved **£410,000 in December sales** — highest performing month in two years

■ REFERENCES

Richard Tate, Area Manager – East Midlands, Boots UK, richard.tate@boots.co.uk, +44 7700 900 156

Jasmine Kapoor, Store Manager, Next plc, jasmine.kapoor@next.co.uk, +44 7700 900 443

■ EXTRA CURRICULAR ACTIVITY

Volunteer – Nottingham Food Bank

Jan 2023

Sort and distribute food parcels every other Saturday. Helped coordinate the harvest collection drive in October 2025 which gathered 1.2 tonnes of donations.

Member – Retail Trust Wellbeing Network

Jun 2024

Completed the mental health awareness programme and act as the store's wellbeing champion, running monthly check-ins with the team.