CHRIS SARMENTO

STORE MANAGEMENT | MULTI-UNIT LEADERSHIP | RETAIL OPERATIONS

Reno, NV | linkedin.com/in/chris-sarmento2002

PROFESSIONAL SUMMARY

Results-driven retail store manager and multi-unit leader, now leading a Starbucks coffeehouse after four years of progressive leadership at Spencer's and Spirit Halloween. Cut shrink from 3.69% to 1.38%, ranked #1 store in the district for key performance indicators (KPIs), and oversaw $3M+ in revenue across three stores as a District Sales Manager. Builds high-performing teams by recruiting, coaching, and promoting from within, backed by strong discipline in inventory control, labor planning, and visual merchandising.

CORE COMPETENCIES

Store & Multi-Unit Operations | Team Leadership & Development | Recruiting & Onboarding | Labor Scheduling & Planning | Sales & KPI Analysis | P&L Awareness | Inventory Control | Shrink & Loss Prevention | Visual Merchandising | Store Openings & Closures | Guest Experience | POS Systems & Fulfillment

PROFESSIONAL EXPERIENCE

Starbucks — Reno, NV

Coffeehouse Leader (Store Manager) — Jun 2026 - Present

- Lead the daily operation of a Starbucks coffeehouse, including hiring, training, and scheduling partners.
- Deliver a consistent guest experience through hands-on leadership and partner coaching.

Spencer's — Pleasanton, CA

Store Manager — Apr 2024 - May 2026

Promoted to lead a store averaging $750K in annual sales.

- Ranked **#1 store in the district for KPIs** in 2024, including top battery sales (+70.22%), top UPT to plan (+4.02%), and top sales to plan (+0.06% YTD).
- Cut shrink from **3.69% in 2023 to 1.38% in fiscal 2024** through inventory control, guest engagement, and loss prevention.
- Led a team of 10+ associates, consistently beating sales and shrink targets through coaching and customer engagement.
- Recruited, hired, and trained associates and managers; promoted multiple sales associates into assistant managers.
- Matched staffing to mall traffic to optimize labor and productivity; partnered with mall management on events that increased foot traffic.
- Launched corporate promotions on time with consistent branding, visual merchandising, and compliance.

Senior Assistant Store Manager — Sep 2023 - Apr 2024

- Ran day-to-day operations in the Store Manager's absence, including policy compliance and new-associate training.
- Led a team of 7+ associates through the holiday season and co-ran part of the business to grow sales and improve the customer experience.

Assistant Store Manager — Nov 2022 - Sep 2023

- Hired full-time after a strong Halloween season at sister company Spirit Halloween.
- Built visual merchandising displays that drove sales and co-managed part of the business with the Store Manager.

Spirit Halloween (Seasonal) San Francisco Bay Area, CA

District Sales Manager
Jul 2025 - Nov 2025

- Oversaw **$3,069,456 in revenue across three stores** during the 2025 season.
- Led the simultaneous build-out of two new stores, **opening both in 10 days** with operations, merchandising, and staffing in place.
- Directed high-volume hiring across the market (El Cerrito, Fremont, Hayward, Richmond, Manteca, Stockton, Tracy), averaging 24+ interviews per store per day and **onboarding 60 associates**.
- Hired **15 store managers** and provided ongoing leadership oversight.
- Led the market's Spirit of Children campaign, **raising $25,000+**, and managed the end-of-season teardown of three stores on a tight timeline.

Store Manager
Aug 2023 - Nov 2023

- Led the store to **$1M+ in sales** for the 2023 Halloween season, directing a full team of assistant managers and sales associates.
- Raised **$11,000+** for Spirit of Children.

Assistant Store Manager
Aug 2022 - Nov 2022

- Ran daily operations in the Store Manager's absence, including opening and closing, coaching, and bank deposits.
- Trained new associates daily, led a team of 10+ seasonal associates, and helped set up and tear down a high-volume store.

Target Dublin, CA

Fulfillment Associate
Jun 2021 - Nov 2022

- Fulfilled orders quickly and accurately, consistently meeting productivity goals, and kept stock accurate using inventory systems.
- Served as lead support in the Fulfillment Manager's absence, coordinating team workflow and priorities.
- Trained new hires and introduced process improvements that boosted efficiency.

KFC Patterson, CA

Fry Cook
Jan 2021 - Jun 2021

- Prepared food to company standards.
- Trained new cooks and monitored food safety and kitchen cleanliness.

EDUCATION

Del Puerto High School, Patterson, CA - High School Diploma **Jun 2021**

CERTIFICATIONS

Food Manager Training, StateFoodSafety **Issued Jun 2026**