

# SABINA RAI

Retail Team Lead | Store Operations | Team Leadership

Kitchener, ON | raiisabeena38@gmail.com | 548-577-4927 | Open to relocation across Canada

## PROFILE

Floor-first retail leader guiding a team of 18 at Conestoga Mall. Learned the craft across Canada, South Korea, and Nepal, and keeps growing by working alongside the team, listening to customers, and partnering with mall security to keep the store safe. Eager to keep learning, take on new cities and challenges, and grow into store leadership. Ready to relocate anywhere in Canada, work evenings and weekends, and start full-time in February 2027.

## CORE SKILLS

**Team Leadership:** Coaching and training, shift scheduling, floor zoning, hiring interviews, accountability, performance monitoring

**Store Operations:** Opening/closing, inventory accuracy, stock replenishment, POS, visual merchandising, mall operations coordination

**Sales & Customer Experience:** Daily sales targets, UPT, product knowledge, Google customer feedback, escalation handling, multicultural customer service

**Loss Prevention & Safety:** Theft detection, live loss-prevention simulations, emergency response, store safety

## EXPERIENCE

### Team Lead / Floor Manager | Kiokii, Conestoga Mall | Waterloo, ON | Dec 2025 - Present

- Stepped up from Operations Lead after four months to lead the floor team.
- Lead, schedule, and motivate 18 sales associates, using shift schedules and floor zoning to drive results against a \$20K daily sales target.
- Trained the full team from POS to product knowledge, increasing units per transaction (UPT); coach associates on service and presentation standards.
- Interview candidates for full-time and part-time roles to staff busy seasons.
- Work on Google customer feedback and resolve escalations calmly, helping raise the store's Google rating from 2.5 to 4.7.
- Partner with store management on inventory accuracy and visual merchandising; key contact for mall operations and security.

### Operations Lead | Kiokii, Conestoga Mall | Waterloo, ON | Aug 2025 - Dec 2025

- Owned daily operations, including opening/closing, stock replenishment, and visual merchandising standards, in one of the region's busiest shopping centres.
- Trained new team members on store processes, service standards, and POS.

### Loss Prevention Collaborator | Conestoga Mall - Paragon Security Team | Waterloo, ON | Aug 2025 - Present

- Partner with Paragon Security on mall-wide loss prevention and safety, completing recurring live simulations that sharpen theft detection and emergency response.
- Directly identified and stopped multiple theft and loss incidents, protecting inventory and profitability.

### Sales Associate | Pandora | Kitchener, ON | Sep 2024 - Aug 2025

- Delivered personalized service, supported promotional events, and maintained product displays.

### Retail Associate | Olive Young | Seoul, South Korea | Sep 2022 - Apr 2023

- Worked within a leading South Korean retail brand, absorbing its meticulous store standards and efficiency.
- Managed inventory and restocking, kept the store organized, and advised an international customer base while balancing part-time work with international studies.

### Sales Advisor | Tsarmoire (Clothing Brand) | Kathmandu, Nepal | Jan 2022 - Jun 2022

- Gave personalized styling advice and built on-brand visual merchandising displays.

## EDUCATION

Conestoga College | Diploma in Journalism (Fashion Journalism focus) | Kitchener, ON | 2023 - 2025

Sejong University | Dance and Music | Seoul, South Korea | 2022 - 2023

## FEATURED WRITING

### News Feature on Fast Fashion Trends | Conestoga College | Kitchener, ON | Nov 2024 - Apr 2025

- Reported and wrote a local news feature on fast fashion trends across Kitchener-Waterloo, conducting original interviews with local sources.

## AWARDS

Leadership of the Year, Global College International, 2022