

LUKE SOUZA

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PROFESSIONAL SUMMARY

Motivated retail leader with strong experience at Grocery Outlet, skilled in store operations, team leadership, sales analysis, and customer experience optimization. Known for managing daily operations, leading teams, and improving store performance through data-driven decision-making.

RELEVANT EXPERIENCE

Grocery Outlet – Susanville, CA | Manager | Aug 2024 – Aug 2025

- Led and coached staff to ensure smooth store operations and compliance with all company standards.
- Assisted 200+ customers daily, delivering excellent service and resolving issues quickly.
- Analyzed sales data to identify department growth opportunities and improve overall store performance.
- Managed safe logs, deposit slips, and cash-handling accuracy.
- Oversaw merchandising, inventory flow, and loss-prevention procedures.

Sierra – Reno, NV | Retail Associate | Nov 2025 – Present

- Maintained accurate inventory through recovery, restocking, and backroom organization.
- Ensured accurate POS transactions and provided strong customer service.
- Supported merchandising and freight flow to maintain store standards.

LEADERSHIP & COMMUNITY SERVICE

Susanville FFA Member (2021–2025)

- Supported numerous community events requiring coordination and teamwork.

FFA Fun 5K (2025)

- Helped create signage and assisted with event flow.

Convalescent Home Easter Event (2021–2025)

- Participated in yearly service activities supporting local residents.

SKILLS

- Sales & Trend Analysis • Team Training • Operations Management • Inventory Control
- Customer Service • Leadership • Cash Handling • Merchandising • Compliance

EDUCATION

Bachelor of Business Administration – In Progress, University of Nevada, Reno — Expected June 2029

General Education Degree, Lassen High School