

# Christian Malm

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## Career Snapshot

- Eleven years of commended performance in key customer service and Store Management areas.
- Hands-on manager knowledgeable and experienced in all phases of Specialty Retail Management.

## Mentionable

- "Thank you for extending such a great customer service..." (email from Regional Trainer 2011)
- "Exceptional Job on controlling inventory..." (Annual Review 2009)
- "The store is always in Excellent Condition" Annual Review 2008)

## Interests

- Interior Design
- Container Gardening
- Pet Care/Cats

## Retail Store Management

*Offering a proven record of customer care excellence within specialty retail environments that include...*

### Fitness Equipment • Supplements • Natural Products

## Key Skills

- Personable Customer Service
- Problem Solving
- Sales Leadership
- Grassroots Marketing
- Inventory Management
- Driving KPI for profitability
- Merchandising excellence
- Reports & Documentation

## Professional Experience

NORDICTRACK — Salem/Nashua, NH	STORE/WAREHOUSE MANAGEMENT 2000-2002
COMTECH SERVICES — Manchester, NH	EQUIPMENT TECHNICIAN AND SALES 2002-2003
VITAMIN WORLD — Manchester/Tilton, NH	STORE MANAGER 2003-2011

Customer Relations, inventory management, merchandising, operations management, sales management, facilities management, P&L, Mall relations and business networking

## Caught in the Act

*"...The store was clean, neat and organized....I was greeted by Christian. He was very pleasant and helpful....He made the visit very personable. I felt like a valued customer....It was fun talking to him....I was thanked for coming in and he used my name. It was an enjoyable shop. I would recommend Vitamin World to my friends and Family." (Mystery Shop 1/23/11)*

*"...Christian saw me looking and came over to answer any questions...I never felt rushed or in any way made uncomfortable. I enjoyed my experience at the store and would recommend the store" (Mystery Shop 2/29/08)*

*"...Christian was very to the point and conducted himself with true professionalism...The store was very well organized. Everything was neat, tidy and well presented giving a feeling of true organization to the entire facility...." (Mystery Shop 5/13/06)*

*"...Many thanks for your intervention on our behalf. A wonderful technician... arrived this afternoon and promptly fixed our treadmill. Meanwhile, we are enjoying our new treadmill. Both occurrences are thanks to you and your kind efforts. We are most grateful." (Letter from customer June 20, 2001)*

*"...Received a nice note from Mr. Zeiba. He had great things to say about your demeanor and product knowledge. Great work...Keep it up." (Thank you card from Nordic Track Corporate office 2001)*

## Education

Freeport High School — Freeport, ME  
Diploma, **1988**

Certificates in Herbalism, aromatherapy, and multiple retail and industry specific certificates **2003-2008**

