

Professional Summary

Accomplished and creative leader possessing multifaceted experience and proven ability to re-energize and restructure organizations, develop strategic initiatives and capture emerging business opportunities. Results-oriented, decisive leader adept at forging lucrative relationships with employees, vendors and consumers. Recognized for turning around struggling company operations to achieve sustained growth.

Skills

- Performance improvement
- Recruitment
- Team Leadership
- Training and Development
- Conflict Resolution
- Food Preparation and Safety
- Coaching and mentoring
- Budget administration
- Staff training/development
- Deadline-oriented
- Budget development
- Employee scheduling
- Operations management
- Relationship building
- Efficient multi-tasker
- Verbal and written communication
- Tech-savvy
- Project presentations
- Vendor relationships
- Superb eye for detail
- Customized Template Design
- Creative Design Layouts
- Ability to effectively plan
- Teamwork skills
- MS Office
- Logo design
- Visual design
- Graphic design
- Adobe Creative Suite
- Title and chapter creation
- Office administration
- Meeting minutes
- Travel Administration
- Transporting Files
- Routing Mail
- Report Development
- Organizing Mail
- Faxing Paperwork
- Document Conversion
- Correspondence Handling
- Meeting arrangements
- Workers' compensation
- Scheduling
- Payroll and budgeting
- Marketing
- Social media knowledge
- OSHA compliance

Work History

Graphic Designer, 04/2013 to Current

Hdr, Inc. – Kansas City, MO

- Coordinated, created and scheduled content, designs and periodic updates to company website.
- Used Adobe and Microsoft programs to create images and layouts for over 300 projects.
- Developed collateral such as display, marketing and packaging materials to support product branding strategies.
- Created motion and still videos for use in prototype testing and manufacturing optimization.
- Used Adobe and Microsoft to develop product mockups and prototype designs.
- Developed creative design for marketing packages, including print materials, brochures, banners and signs.
- Created digital image files for use in digital and traditional printing methods.
- Designed graphics for websites, logos and promotions for marketing purposes.
- Met with customers to present mockups and collect information for adjustments.
- Designed website layouts, templates and unique branded looks.

General Manager, 04/2013 to 09/2020

Freebirds – Irving, TX

- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans.
- Trained, coached and mentored staff to support smooth adoption of new reward programs.
- Boosted productivity by consolidating material planning, data collecting, payroll and accounting programs into one main system.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Implemented innovative programs, including Cinebucks and Cine-rewards program to increase employee loyalty and reduce turnover.
- Supported regulatory compliance by overseeing all audits to verify protocol adherence.
- Enhanced operational efficiency and productivity by managing budgets, accounts, and payroll.
- Enforced quality assurance protocols to deliver ideal customer experiences.
- Oversaw inventory by ordering precise quantities of stock and executing corrective actions to drive profitability.
- Managed budget implementations, employee reviews, training, schedules and contract negotiations.

Senior Manager, 09/2008 to 04/2013

Coty Inc. – San Antonio, TX

- Follow the direction dictated by the General Manager.
- Accounting Manager for financial record keeping.
- Human Resource Manager for all recruiting, onboarding, training, demotion, and termination procedures.
- Office Manager to ensure General Manager duties execute proficiently for scheduling and performance outcome.
- Support General Manager’s decisions in communication with the staff.
- Participate in the training and coaching of staff members in their specific job functions.
- Assist in the preparation of administrative reports and special reports for the General Manager.
- Observe and participate in the inspection of the theatre building, parking lot, and landscaping, Cinemark property, and equipment condition.
- Report the need for building, property, and equipment repairs to the General Manager.
- Interact with Customers for improved service in the theatre.

Cashier, 06/2006 to 09/2008

Legacy Traditional Schools – East Mesa, AZ

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Checked identification for proof-of-age and refusing access to R-rated features.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Worked closely with management to solve problems and handle customer concerns.
- Trained as usher, concessionist, and box office cashier and provided back-up coverage to provide customers with optimal support.
- Answered questions about store policies and concerns to support positive customer experiences.
- Met and exceeded upsell goals by highlighting target merchandise with strategic promotional approaches.
- Mentored new team members on POS system operation, customer service strategies and sales goals.

Education

Associate of Arts: Merchandise Design And Marketing, 09/2012

Wade College - Dallas, TX