

# TAVARES ORTIZ

## Store Manager

### CONTACT

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San Diego, CA   
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### EDUCATION

High school diploma  
Del Norte High  
2007 - 2011  
San Diego, CA

### SKILLS

Multi-tasking  
Onboarding  
Training  
Verbal Communication  
Organization  
Sales  
Customer Service  
Leadership

### CAREER SUMMARY

Detail-oriented store manager with 10+ years of experience creating cost-effective management solutions and marketing initiatives. Seeking to lead a team of employees to improve store processes, boost sales, and modernize store procedures at Barnes and Noble Education.

### WORK EXPERIENCE

#### Store Manager

Five Below

2015 - current / San Diego, CA

- Managed storefront-related services, including repairs and enhancements, to improve the overall customer experience
- Scheduled, trained, and mentored 19 employees, using feedback to improve onboarding effectiveness by 17%
- Monitored inventory levels to re-stock customer favorites and trending items, increasing sales revenue by 37%
- Resolved customer complaints with an overall 88% success rate

#### Assistant Store Manager

Target

2013 - 2015 / San Diego, CA

- Designed 7 marketing initiatives, increasing revenue by 13%
- Developed and executed a social media marketing campaign resulting in a \$12,000 revenue increase in 2014
- Recognized and rewarded exceptional employees, improving employee retention by 22%
- Coached and encouraged 27 employees, including 12 new hires

#### Sales Associate

Snipes USA

2011 - 2013 / San Diego, CA

- Recommended products and services based on customer needs, increasing monthly revenue by \$2,060
- Maintained 3 registers and cash drawers with 97% accuracy
- Organized shelves, cleaned counters, and swept and mopped floors, earning a 100% success score on 20+ monthly inspections
- Collaborated with management and associates to strategize and promote store events and sales, such as seasonal clean-outs