

SUMMARY

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking opportunities to expand skills while facilitating company growth. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

SKILLS

- Claire
- Computer Literate - Microsoft, Bigin, Chief Architect, 20/20 design, PowerPoint, Sage, Quicken, and various other programs.
 - Creative and Artistic
 - Design Strategy
 - Multi-Tasking Abilities
 - Analytical Skills
 - Works Well Under Pressure
 - Multitasking and Organizing
 - Scope of Work Development
 - Design Concepts Development
 - Project Management
 - Research and Development
 - Requirements Writing
 - Work Prioritization
 - Presentations and Demonstrations
- Decision Making
 - Customer Service
 - Creative Thinking
 - Information Implementation
 - Writing and Editing
 - Punctual and Dependable
 - Reliability and Adaptability
 - 3D Design
 - Scaled Imaging
 - Content Design
 - Planning & Organizing
 - Good Work Ethic
 - Team Management

EXPERIENCE

Designer, 01/2023 - Current

Ibm Corporation – Smyrna, GA

- Delivered designs to diverse clients on time and within budget.
- Consulted on tone, style and subject matter, driving layout and design.
- Worked with client via email, phone and in-person to collect information to complete designs.
- Gave clients information about strategies to keep spaces fresh and inviting.
- Researched concepts and followed industry trends to provide knowledgeable insight to clients.
- Visited home sites when necessary to assess and fulfill customer needs.
- Maintained accurate specifications for each project.
- Implemented client needs from schematic design to construction document phase and installation.
- Collaborated closely with customers, adjusting plans to satisfy client needs and requirements.
- Provided complimentary in-home consultations to prospective clients to gather ideas and promote design services.
- Reviewed project costs, budgets and adherence to schedules.
- Produced content for material boards and specification binders for presentation and construction.
- Created custom design boards with attention to detail for visual representation.
- Assisted clients successfully by choosing project materials consistent with preferences and budget.
- Designed floor plans, elevations, and 3D perspective views and material boards for both in-house review and presentation to client.
- Provided information about available color palettes and helped select colors that reflected client personality and goals.
- Identified project needs by reviewing project objectives and schedules.
- Met with clients to establish ideas, goals and guidelines for their projects.
- Facilitated coaching and feedback for newer team members to guide their ideas into workable, practical design.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Constructed, submitted and optimized project design plans.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Facilitated smooth and open communication between customers and clients.

Designer, Department Manager, Various Positions, 03/2011 - 06/2021

Swope Health – Independence, MO

Kitchen Designer (2.5 years)

- Reviewed, edited and applied style rules to design, complying with company guidelines.
- Used proven methods to craft and test design solutions that addressed real customer challenges.
- Researched development methods to facilitate design implementation.
- Delivered designs to diverse clients on time and within budget.
- Worked with creative personnel to establish and create designs related to brand and communications.
- Worked alongside cross-functional partners to conceptualize new features and evolve workflows resulting in easier-to-use designs.
- Liaised with subject matter experts to capture accuracy and intent of design.
- Consulted on tone, style and subject matter, driving layout and design.
- Created product designs in alignment with specifications.
- Worked with client via email, phone and in-person to collect information to complete designs.
- Applied sophisticated concepts around framework to craft design solutions that scaled.

Department Manager (Flooring, Electrical, Plumbing)

- Kept department on-target to meet sales and profit goals.
- Executed targeted merchandising and promotional plans to meet department sales goals.
- Modeled supportive leadership qualities, motivating staff to achieve department goals and promote staff participation and team building.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Delegated work to staff, setting priorities and goals.
- Balanced workloads to meet targets without overtaxing employees.
- Proposed or approved modifications to project plans.
- Supported shrinkage and safety awareness, reviewed sales and inventory data, identified trends and prepared reports for management.
- Oversaw storewide merchandising benchmarks to maintain operational excellence.
- Enforced safety rules and other policies to protect employees and minimize company liability.
- Evaluated individual and team business performance and identified opportunities for improvement.
- Assigned work and monitored performance of project personnel.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Reviewed completed work to verify consistency, quality and conformance.
- Handled shift overstock, restocking and inventory control.
- Cultivated talented team of departmental employees through outstanding mentoring, coaching and teaching skills.
- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback.
- Utilized excellent math skills to maintain accurate inventory levels.
- Produced thorough, accurate and timely reports of project activities.
- Resolved customer inquiries and complaints.
- Followed safety protocols and company processes and procedures.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Analyzed business performance data and forecasted business results for upper management.
- Worked closely with sales associates to complete tasks.

Owner, 07/2001 - 02/2011

Lowell General Hospital – Dracut, MA

- Kept records for production, inventory, income and expenses.
- Developed estimates for Flooring services based on in-depth knowledge of labor and material expenses.
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- Managed operations budgeting, accounts payable and accounts receivable and payroll.
- Prepared weekly schedules to specific clients needs.
- Reconciled daily sales, prepared bank deposits and assessed financial transaction reports.
- Made financial and logistics decisions in best interest of company.
- Conferred with customers to understand needs and finalize purchase orders.
- Took care of escalated customer concerns to increase satisfaction.
- Analyzed financial statements and trends to manage cash flow and make business decisions.
- Consulted with potential clients to determine how company could best meet needs.
- Determined pricing for products or services based on costs and competition.
- Developed business from ground up and prepared records and operations reports.
- Read plans, instructions or specifications to determine work activities.
- Repaired diverse flooring types using tools and equipment.
- Installed quality floorings at client sites and followed set customer service standards during installation process.
- Removed existing flooring and discarded old material.
- Educated clients on best methods and products to clean new flooring.
- Used hand and power tools to install hardwood, vinyl, laminate and other types of flooring.
- Used adhesive to join seam edges together.
- Applied waterproofing compounds and filled cracks with materials such as plaster, putty or grouting.
- Used various chemicals and tools to repair damaged items.
- Displayed high standards for quality workmanship and routinely double-checked work.
- Protected surfaces from avoidable damages by using correct forming, bracing, preparation and finishing techniques.
- Measured, marked and cut carpeting to size with hand-held and powered tools.
- Trimmed and installed padding to specified dimensions to meet client requirements.
- Inspected floor surface, assessed conditions and corrected potential imperfections affecting carpet and flooring installations.
- Evaluated work areas before planning flooring layout for different projects.
- Maintained inventory list of items used on job sites to provide reordering details.
- Prioritized tasks for each job after reading project blueprints and documents.

Shift Supervisor, 05/2002 - 03/2011

Eat N Park – City, STATE

- Upheld company standards and compliance requirements for operations.
- Delegated tasks to employees and monitored activities and task completion.
- Reinforced rules to promote superior employee performance.
- Supervised and led employees to maintain productivity and customer service levels.
- Mentored and coached staff by giving employees suggestions and feedback to improve job performance.
- Positioned skilled staff in key areas throughout shift to optimize productivity.
- Completed opening and closing shift duties to facilitate business operations.
- Evaluated employee performance, delivering individualized feedback and praise.
- Assisted upper management with daily operations to meet standards of service and quality.
- Patrolled work areas to inspect operations, identify concerns and implement corrective actions.
- Handled escalated customer concerns and emergencies in absence of manager or supervisor.
- Counted cash on hand at shift change and closing to determine shortages or overages.
- Resolved customer complaints and reported issues to senior management.
- Checked orders for quality and completeness.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Coached team members to increase productivity and reduce workplace accidents.
- Managed daily workflow.
- Filled in positions during employee absences.
- Maintained customer expectations and satisfaction.

EDUCATION AND TRAINING

High School Diploma: 06/1995

Preston County High School - Kingwood, WV

Medical Technology

West Virginia University - Morgantown, WV