

Summary

Seasoned professional eager to leverage experience in retail to assume store management role. Proven track record of success in driving sales, managing high-performing teams, and delivering exceptional customer service. Skilled in inventory management, budgeting, and coaching/mentoring staff. Dedicated to developing innovative strategies to increase profits and optimize team performance.

Skills

- Marketing
 - Project management
 - Sales Techniques
 - Issue and conflict resolution
 - Communication
 - Relationship building
 - Multitasking
 - Quality Assurance
 - Highly motivated
 - Customer service focus
 - Problem solving strength
 - Friendly and outgoing
 - Merchandising ability
 - Accurate cash handling
 - Employee training
 - Retail inventory management
 - Sales professional
 - Team-oriented
 - Reliable
 - Store opening and closing procedures
 - POS system operation
 - Organizational skills
 - Originality
 - Analytical skills
 - Art conceptualization
 - Collaboration skills
 - Computer literate
 - Creative and artistic
 - Digital graphics
 - Logo creation
 - Graphic and Media Design
 - Adobe Creative Suite (Photoshop, Illustrator, Dreamweaver)
 - Avid Pro Tools
- Sound quality management
 - Sound quality adjustment
 - Operating control consoles
 - Audio production
 - Equipment maintenance
 - Audio mixing
 - Recording equipment operation
 - Equipment selection
 - Equipment setup
 - Setting up microphones
 - Proficient with Pro Tools
 - In-studio recording
 - Music production
 - Audio post-production
 - Sound editing
 - Voice recording
 - Wrapping and boxing
 - Material handling
 - Warehouse operations
 - Shipping and receiving
 - Quality control
 - Forklifts
 - Pallet jacks
 - Carpentry skills
 - Active listening
 - QC
 - Power and hand tools
 - Loading and unloading protocols
 - Assembly procedures
 - Machinery operations
 - OSHA
 - Equipment operation
 - Equipment assembly

Experience

Designer, 03/2022 to Current

Johnson Controls, Inc. – Bossier City, LA

- Created innovative design packages to elevate and differentiate branding and marketing
- Implemented creative concepts in alignment with brand vision and identity
- Developed designs specifically to market to certain clients, aligning designs with clients' tastes and preferences
- Received constructive criticism to improve end result and grow as designer
- Planned product lines based on consumer preferences, sales needs and emerging trends
- Used software and hand-rendering to design products
- Handpicked ideal fabrics for enhancing each product's visual and structural appeal
- Kept up-to-date on latest fabrics
- Identified target markets for designs, looking at factors such as age, gender, and socioeconomic status
- Adapted other designers' ideas for mass market
- Sketched rough and detailed drawings of apparel and accessories and wrote specifications such as color schemes, construction, material types, and accessory requirements
- Collaborated with other designers to coordinate special products and designs
- Designed custom clothing and accessories for individuals, retailers, or theatrical, television, or film productions.

Assistant Store Manager, 05/2021 to 03/2023

Trek Bikes – Wilmington, DE

- Maintained organized store environment for customer and employee health and safety
- Coached employees on customer service and selling techniques
- Communicated expectations, policy changes, new initiatives, and product knowledge to employees
- Used proven customer engagement techniques to increase sales
- Communicated performance issues to develop performance improvement plans
- Directed employee tasks and time management, improving customer experiences
- Highlighted sale items and promotions with proper signage and displays
- Assisted with training staff on all internal operational functions
- Updated records related to sales, customer feedback, and inventory
- Taught loss prevention practices and policies to minimize shrink
- Managed all customer inquiries and complaints in a professional and timely manner
- Achieved high per customer sales to meet company expectations
- Examined merchandise for correct pricing and functioning as advertised
- Participated in seasonal sales incentive plans and made appropriate shift schedule adjustments
- Solved problems and resolved conflicts for team members and customers
- Arranged store cleanings and renovations during periods of low customer traffic
- Scheduled maintenance and repairs on company equipment to streamline workflow and prevent malfunctions
- Tracked store inventory and ordered new products to prevent shortages
- Stocked and organized products in storage spaces and retail shelves
- Designed innovative approaches to optimize workflow, streamline procedures, and enhance customer service satisfaction levels
- Walked through store, picking up boxes and debris and placing unwanted shoes into boxes for stockroom return
- Worked professionally with co-workers, customers and managers to accomplish defined tasks
- Kept floor and stock areas consistent with store standards
- Greeted and pleasantly acknowledged every customer upon entry and exit from store
- Used Brannock device for measuring customer feet to obtain ideal shoe fit
- Increased units sold per transaction by recommending additional shoes to customers
- Assisted with receiving merchandise and pricing items for sales floor
- Followed procedures for counts and markdowns to maintain inventory control
- Bagged and packaged purchases and wrapped gifts
- Placed special orders, submitted online orders, or contacted other stores to find desired items
- Helped customers try on and fit merchandise
- Opened and closed cash registers, balanced cash drawers, and made deposits
- Arranged and display merchandise to promote sales
- Maintained knowledge of current sales and promotions, policies regarding payment, and exchanges, and security practices.

Shift Manager, 07/2020 to 05/2021

Abm – Boston, MA

- Balanced cash drawers and resolved financial discrepancies using receipts and financial documents
- Established and maintained positive and professional employee relationships
- Addressed customer complaints and resolved conflicts
- Set employee schedules and made staffing adjustments to get shifts covered
- Taught newly hired team members and shift managers business policies and procedures
- Implemented corrective actions for substandard employee performance
- Promoted customer satisfaction by addressing complaints and issuing refunds
- Promoted store specials and limited-time offers to customers
- Reported equipment repair and employee training needs to managers
- Trained and supervised new staff members
- Tracked store inventories and replenished item levels by ordering new products
- Maintained knowledge of store products and services to make recommendations to customers
- Monitored stock levels and placed orders as needed
- Prepared and submitted daily reports to management
- Recruited prospective employees and assisted with interviewing process
- Created staff teams and delegated work tasks to increase productivity
- Communicated important company information and policy changes to staff members
- Managed store closing and opening procedures to ensure safety and security
- Maintained clean and secure operating environment, driving safety and well-being of employees on shift
- Supervised food production and preparation, promoting consistency with established recipes and procedures.

Shift Manager, 01/2020 to 07/2020

Abm – Irvine, CA

- Used software tools including: Microsoft Office Supervised food preparation and serving workers
- Collected and balanced cash receipts at the end of the day or shift
- Resolved customer complaints regarding food or service
- Trained workers in food preparation
- Trained workers in safety and sanitation procedures
- Trained workers in food service
- Inspected supplies, equipment, work areas
- Upheld company image and quality customer experience
- Ensured that federal regulations regarding cleanliness and food preparation were met
- Reported supply and equipment shortages to the appropriate personnel
- Perform staffing duties such as training, disciplinary action.

Driver, 04/2018 to 10/2019

Univer – Chicago, IL

- Safeguarded passengers and cargo through careful driving and adherence to traffic laws
- Maintained clean driving record and obeyed traffic laws and regulations
- Utilized GPS devices and route tracking systems to locate optimal driving paths and avoid traffic
- Filled out proper licensing and vehicle registration forms and kept important documents readily available
- Transported people to appointments and destinations on schedule
- Performed routine maintenance on vehicles to promote longevity and prevent breakdowns
- Loaded and unloaded goods and luggage to appropriate locations
- Cleaned vehicle seats and storage areas to maintain professional, organized appearance
- Communicated with customers to ensure timely and accurate deliveries
- Drove vehicles across various types of terrain and roadways
- Provided excellent customer service to passengers to establish repeat business and positive ratings
- Avoided issues by remaining up-to-date on road conditions, traffic, and weather
- Offered friendly service to passengers by answering questions about local attractions and restaurants
- Responded to customer inquiries and provided directions and recommendations
- Responded to customers via phone or text message to provide directions and answer questions about rides
- Picked up and met passengers according to requests, appointments and schedules
- Regulated heating, lighting and ventilation systems for passenger comfort
- Arranged to pick up particular customers and groups on regular schedule
- Provided passengers with assistance entering and exiting vehicles and helped them with any luggage.

Busser, 03/2019 to 07/2019

Stan Clark Companies – Tulsa, OK

- Developed excellent relationships with managers and fellow team members to ensure success, build professional relationships and make working more enjoyable
- Worked quickly, communicated with other staff and always looked for better ways of completing tasks to improve productivity and keep tables ready for incoming guests
- Collected trash, wiped up spills and removed trays to maintain fresh and clean customer areas
- Checked dining area supplies, including linens and wrapped silverware, and replenished low stock
- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons
- Improved customer satisfaction rates by answering customers' questions and resolving issues efficiently.

Unloader, 11/2018 to 04/2019

Hd Supply – Chandler, AZ

- Unloaded parcels from truck with care to avoid damage.
- Assisted in navigating large loads to assigned areas.
- Collaborated with other movers when loading large equipment to prevent potential accidents.
- Transported materials around construction sites to work locations.

Builder, 10/2015 to 01/2016

Carlier Lumber Inc – Vermilion, OH

- Used wood and other materials to build structures
- Read and interpreted specs, building plans, engineering drawings, blueprints, sketches
- Prepared project layout
- Decided on project requirements including dimensions, materials
- Made sure materials were satisfactory
- Marked cutting lines on materials
- Cut materials to specified measurements
- Maintained a safe and clean environment
- Built or repaired cabinets, doors, frameworks, floors, wooden fixtures, steps, decks
- Performed preventative maintenance
- Applied basic math
- Used industry tools such as saws, squares, staple guns.

Recording Artist, 01/2013 to 08/2015

Industrial Finishes – Nappanee, IN

- Recorded speech and music using recording equipment
- Provided audio mixing and recording expertise to field and studio-based productions.

Warehouse Associate, 03/2010 to 10/2013

Bowery Residents Committee – New York, NY

- Packed and labeled merchandise to prepare for loading and shipment to customers.
- Kept shelves, workstations and pallet areas neat and tidy to maintain safe work environment.
- Used pallet jacks to move items to and from warehouse locations.
- Assisted coworkers with special projects to learn new tasks while gaining additional responsibilities.
- Moved large and bulky items manually or with pallet jacks or forklifts.
- Operated forklifts and pallet jacks to securely move boxes and packages from inventory to delivery area.
- Counted number of boxes or units in loading docks to confirm proper completion of work orders.
- Tagged and wrote identifying information on containers, boxes and cargo.
- Protected items by wrapping in cling film, padded moving blankets and tape.
- Placed bracing, straps and other protective devices onto items in transit to prevent damage.
- Staged and sorted multiple types of products for loading.
- Recognized defective material and reported issues to management.

Cook, 08/2008 to 12/2009

Hilton Worldwide – Orlando, FL

- Prepared dishes in fast-paced environment working with teammates to maintain high customer satisfaction rate.
- Followed established procedures and requirements for safe food handling, storage and service.
- Operated grills, fryers and broilers to cook items to quality guidelines.
- Wrapped, dated and labeled food items in storage for safety and freshness.
- Maintained safe operations of food prep equipment to reduce complications and retain safety procedures.
- Enforced proper sanitation practices to prevent spoiling or contamination of foods.
- Chopped, diced and sliced vegetables and fruit ahead of rush periods.
- Operated ovens, fryers and mixers safely to prevent kitchen accidents and machinery malfunction.
- Used standardized recipes and other instructions to prepare food.
- Replenished food items from inventory and rotated ingredients.
- Grilled and deep fried various foods from meats to potatoes.
- Set up and performed initial prep work for soups, sauces and salads.
- Trained, managed and guided kitchen staff to improve overall performance, service quality and productivity.
- Carried pans and trays of food to and from work stations, stove and refrigerator.

Sign Waver, 01/2007 to 04/2007

Liberty Tax Service – City, STATE

- Waived signs in a flashy manner to bring in customers
- Coordinated movements and gestures with traffic light timing, stabilizing sign to facilitate reading for passing drivers and embellishing movements during red lights.
- Performed duties with enthusiasm, exhibiting high energy and making eye contact with onlookers to create personal connection.
- Remained upbeat while working hard outside in inclement weather conditions from extreme cold and excessive heat to high winds and downpours.
- Spun signs, danced to attract attention and displayed exceptional enthusiasm for over 6 hours daily.
- Answered questions for passing pedestrians or potential customers rolling down windows to inquire about sales, store hours and other general information.

Education and Training

High School Diploma: Studies, 01/2009

North Gwinnett High School - Suwanee, GA

Certifications

Driver's License