

Professional Summary

Ready to offer exceptional leadership and planning abilities to take on a management position with Big Lots . Demonstrated expertise in cultivating and managing teams to meet and exceed demanding targets. Well-versed in Kaizen Standards and Merchandising Techniques.

Skills

- Team Leadership
 - Sales
 - Staff Management
- Employee Training
 - Operations Oversight
 - Marketing Understanding

Work History

Management, 05/2020 to Current

Burger King Corporation – New Market, VA

- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Shouldered management responsibilities during absence of Store Manager.
- Resolved escalated concerns using professionalism and understanding of all facets of issue.
- Responded to customer concerns swiftly to maintain satisfaction.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Aligned team actions with company policies and industry standards, ensuring Kaizen Standards, and safety protocols are adhered to.
- Planned and implemented team projects to accomplish freight to floor, merchandising and sales goals.
- Created internal control of day-to-day transactions and punctually opened and closed business.
- Explained services and products to customers in friendly and engaging way.
- Assisted established management staff with operational oversight, business development and process improvement strategies.

Assistant Manager, 06/2016 to 05/2018

The Cato Corporation – Atlanta, GA

- Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.
- Monitored security and handled incidents calmly.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Mentored 17-member sales team in applying effective sales techniques and delivering top-notch customer service.
- Assessed job applications and made hiring recommendations to bring in top candidates for key vacancies.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Coached 17 sales associates in product specifications, sales incentives and selling techniques, increasing customer satisfaction.
- Reduced company expenditures and met budget targets by closely monitoring, tracking and controlling expenses.
- Supervised and evaluated staff of 17 including other assistant managers, enabling them to improve skills, achieve daily objectives and attain advancement.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Reconciled daily sales transactions to balance and log day-to-day revenue with Microsoft Office.
- Walked through store areas every two hours to identify and proactively resolve issues negatively impacting operations.
- Rotated merchandise and displays to feature new products and promotions.
- Promoted professional growth and facilitated talent development of each associate to drive performance excellence.
- Interviewed, hired and trained 23 staff associates and equipped to comply with company policies and procedures.
- Conducted weekly meetings to motivate staff members, address concerns, answer questions, plan improvements, and evaluate progress toward goals.

In-Home Caregiver, 04/2013 to 04/2016

Apis Management Services – Doylestown, PA

- Kept close eye on behavior and emotional responses of clients, consulting with Easter Seals Nurse to address concerns and protect each person from any harm.
- Offered support for client mental and emotional needs to enhance physical outcomes and overall happiness.
- Assisted patients with dressing, grooming and feeding needs, helping to overcome and adapt to mobility restrictions.
- Coordinated daily medicine schedules and administration to help clients address symptoms and enhance quality of life.
- Developed rapport to create safe and trusting environment for care.
- Monitored progress and documented any patient health status changes, keeping healthcare team updated.
- Followed nutritional plans to prepare optimal meals, including purchasing ingredients from local shops.
- Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces and purchasing supplies.
- Completed entries in log books, journals and care plans to document accurately report patient progress.
- Supervised daily activities and provided assistance when needed.
- Maintained clean, safe and well-organized patient environment.
- Cooked tasty, nourishing meals for patients with Diabetic and Heart conditions to promote better nutrition.
- Encouraged patients to participate in safe physical activity to help boost mood and improve overall wellness.
- Increased Dietary knowledge and medical terminology prowess through consistent research and continuing education.
- Increased medication knowledge and medical terminology prowess through consistent research and continuing education.

Customer Service Specialist, 02/2012 to 05/2013

Keysight Technologies – Philadelphia, PA

- Provided basic technical support for clients on wide range of JoAnn company products.
- Complied with company policies and procedures by encouraging positive and effective work environment among all employees.
- Educated customers on promotions to enhance sales.
- Educated customers about Needlepoint, Sewing, and Craft options and processed purchases.
- Assisted customers with needs such as choosing patterns, fabrics and appropriate tools; as well as educating the customers on new techniques, machine operation and maintenance.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Assisted in training new employees and participated in cross-training with other departments.
- Maintained clean personal appearance, modeled store's outfits when working clothing department settings and wore uniforms per company policy.
- Demonstrated items to customers and created customer awareness, interest and sales.
- Energized and motivated in performing sales floor activities including merchandising and selling.
- Informed customers about special promotions and provided detailed information for various products.
- Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.

Education

High School Diploma: 06/1995

North East High School - North East, MD

Associate of Applied Science: Microsoft Office, CADD

Cecil Community College - North East, MD

Associate of Applied Science: Business Administrantion, Information Technology

American InterContinental University Online - Buckhead, GA

Certifications

- Lance Corporal, USMC Reserves - April 04
- Bulkfuel Specialist, USMC Reserves - June 04
- Bloodborne Pathogens Certification - Nov 20