

# Armand Agopian

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## EDUCATION

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### University of California, Santa Cruz

Mar 2023

*Computer Science, BA*

*Dean's Honors W23 - 3.85 GPA*

- Full-Stack Web Dev II
- Applied Machine Learning
- Mobile Apps
- Artificial Intelligence
- Logic Design
- Technical Writing

### Diablo Valley College

May 2019

*Computer Science, AS*

*Academic Honors S19*

## EXPERIENCE

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### Fulfillment Operations Team Leader

Jun 2022 – Sep 2022

*Target*

- Led a team of 140 employees to meet daily operational goals within a \$100MM location within the online fulfillment departments
- Executed our digital business expansion, delivering 200% growth in online sales
- Designed order process dashboards for company-wide, real-time tracking of key metrics, bringing guest wait times down by 250%
- Realigned all fulfillment departments under a single leadership structure, increasing team efficiency by 35%
- Led store/department walks with district store director

### Service & Engagement Team Leader

Dec 2020 – Jun 2022

*Target*

- Managed a team of 120 team members/leaders within the front-end departments
- Promoted to interim Assistant Manager, directing staffing, training, and performance evaluations which positively impacted sales and guest relations to deliver a guest satisfaction score of +19 NPS
- Introduced and implemented a "guest first" mentality when engaging, directly increasing loyalty by 18%

### Specialty Sales Consultant (Tech and Beauty)

May 2019 – Dec 2020

*Target*

- Guided the tech and beauty teams of 15 people to comp 77% YoY
- Analyzed current technology trends to build trusting relationships and provide personalized solutions for guests
- Partnered with vendors to plan and execute yearly transitions
- Reprofiled the stockroom to streamline productivity and location accuracy by 20%
- Implemented smarter anti-theft measures leading to \$50k less department theft