

Benjamin Vega

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EXPERIENCE

Service and Engagement Team Lead

July 2021 - Present

Target | Mesquite, TX

- Lead a culture of accountability through clear expectations and performance management. Experience in leading a team of hourly team members; including skills in interviewing, developing, coaching, evaluating and retaining talent.
- Skills in guest engagement, such as problem solving and resolution.
- Facilitated planning in daily to weekly workload to support business priorities and deliver service and sales goals.
- Quickly respond to any negative guest shopping experience by de-escalating the situation and ensuring your team understands and feels supported to make things right for the guest.
- Held accountability of cash management, such as money vault audits and cash till audits to create a secure money path.

Key Accomplishments:

- Contributed to business expectations for Target “Top 300 Store”

Shift Supervisor Lead

February 2019 - July 2021

Starbucks | Seagoville, TX

- Supervised Starbucks staff and operations. Oversaw Staff levels and making adjustment to meet expected labor models to guarantee service levels
- Responsible for cash handling, safe verification and daily deposits
- Assist with selection, orientation and training of qualified associate
- Ensures that operations maximize sales, profit, service and associate satisfaction while ensuring excellent guest service
- Produced and maintained work schedules and may prepare production records
- Maintained a safe and hazard-free working environment
- Performed preventative maintenance audits, such as food temperatures, equipment servicing and inspections
- Responsible for making sure the staff uses correct portions when preparing and serving items

PetCare Lead Associate

August 2018 - February 2019

PetSmart | Mesquite, TX

- Provided excellent customer service to pet parents looking for products and advice for their animals
- Answered phone calls regarding questions on pet care
- Responsible for the care of all store owned pets including birds, reptiles, rodents, cats, dogs, and fish
- Worked as a cashier when necessary, effectively handling money and being personable to customers

Key Accomplishments:

- Exceeded Customer Satisfaction and awarded Employee of the Month September 2018

EDUCATION

Arizona State University | Bachelor of Graphic Information Technology

Expected Dec. 2025

SKILLS

Windows | iOS | Android | Networking | Photoshop | Illustrator | Figma

LANGUAGES

English | Spanish