

Dennis Marrero

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<https://www.dmarrero.dev/>

EDUCATION

Hillsborough Community College - A.S. Web Development

August 2016 - Present

Current Cumulative GPA: 3.56

Relevant coursework: Web Authoring HTML/CSS, Adobe Dreamweaver, Networking, UNIX, Ethical/Legal issues, Operating Systems, Internet Technologies, Computer & Peripheral Hardware.

EXPERIENCE

Joann Fabrics and Crafts - Keyholder/PM Supervisor

October 2016 - October 2018

- Overall supervisory duties during shift hours, providing quality customer assurance, and work closely with other Store Management to identify key tasks and assist in delegating them to Team Members.
 - Familiarize self with POG and zoning system for accurate product placement as well as bi-weekly ad set.
 - Process regular transactions, assist with creation of special orders, and fulfill “buy-online-pickup-in-store” orders as well as store-to-store transfers.. Complying with company money handling procedure.
 - Engage with customers to ensure complete satisfaction with their visit and assist with product and project inquiries.
 - Technical advisor for store electronics such as handhelds, printers, POS computers, and office computers.
 - Adhere to company procedure as acting Manager on Duty involving retrieving tills, ensuring store is recovered, curating given reports to email District Manager each night, finalizing online order pickups, and final store closure.
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SKILLS/CERTIFICATIONS

- English – Fluent.
 - Excellent computer skills – Able to learn new programs quickly, knowledgeable with both Windows and Mac based computers. As well as NCR/Zebra POS systems.
 - Certified Microsoft Office Specialist – Word, Excel, Outlook, & PowerPoint.
 - Certified Adobe Associate – Flash & Photoshop CS6.
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