

Zenora Andrade

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Lead Brand Ambassador

GMR Marketing - Las Vegas, NV

November 2021 to Present

- Achieve personal and store sales goals.
- Communicate and coach associates on sales and conversion drivers.
- Ensure store standards for merchandising and operations are met consistently.
- Participate in store meetings and share your ideas to drive business.
- Be a role model for our values of Respect, Integrity, Teamwork, Compassion, and Accountability.
- Support the development of associates' sales techniques, ensuring utilization of elevated levels of sales and service to maximize sales
- Demonstrate an in-depth knowledge of the merchandise; ensure selling is fluent in all aspects of product knowledge with an ability to grow within the company
- Demonstrate sales leadership for staff by playing an active role on the selling floor-collaborate with the management to identify marketing opportunities to support sales
- Meet sales goals-Continuously motivate sales staff to meet assigned sales and productivity goals
- Support the development of associates' sales techniques, ensuring utilization of elevated levels of sales and service to maximize sales

Brand Ambassador

Bose - Las Vegas, NV

October 2021 to January 2022

- Achieve personal and store sales goals.
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Lead Demonstrator

CES TENMINDS LLC - Las Vegas, NV

January 2019 to January 2022

- Demonstrate an in-depth knowledge of the merchandise; ensure selling is fluent in all aspects of product knowledge with an ability to grow within the company
- Demonstrate sales leadership for staff by playing an active role on the selling floor-collaborate with the management to identify marketing opportunities to support sales
- Welcomes patients and caregivers as they enter the facility.
- Provide exceptional service for new customers, answering any questions they may have and providing brief orientations and tours when needed.

Sales Management

NUWU Cannabis Marketplace - Las Vegas, NV

August 2020 to October 2021

- Responsible for patient data, paperwork, and upkeep.
- Coordinates with the General Manager and Dispensary Manager on operating and inputting into the EVS system.
- Maintains accurate records of patient's identification and registration documents, manage scheduling patient traffic flow, answer phones and respond to patient and caregiver inquiries.
- Records, arranges, and packages patient orders.
- Maintains an organized environment and facility appearance.
- Welcomes patients and caregivers as they enter the facility.
- Provide exceptional service for new customers, answering any questions they may have and providing brief orientations and tours when needed.
- Obtains the appropriate documentation from each patient and caregiver at every visit, ensuring validity of his or her identification and registration in the EVS system and with the State's system when implemented.
- Communicates with staff to maintain a steady patient traffic flow to maximize sales and customer satisfaction.
- Responds to and resolve patient requests, complaints, or compliments in person, through email, and on the phone requesting supervisor support as needed.
- Maintains a basic understanding of the medicine, products, and services provided.
- Educates patients and caregivers on the processes of registration, renewals, lost registration documents, etc.
- Communicates with patients and caregivers about their personal goals in using medical marijuana and provide educational materials and resources for patients and caregivers as needed.
- Ensures all patient and caregiver files are current and required documentation is on file and follows all guidelines issued by the State of Nevada.

Boutique Budtender/Receptionist

Zen Leaf - Las Vegas, NV

July 2020 to October 2020

- Responsible for patient data, paperwork, and upkeep.
- Coordinates with the General Manager and Dispensary Manager on operating and inputting into the EVS system.
- Maintains accurate records of patient's identification and registration documents, manage scheduling patient traffic flow, answer phones and respond to patient and caregiver inquiries.
- Records, arranges, and packages patient orders.
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Luxury Key Holder/Supervisor

Robert Graham - Las Vegas, NV

August 2019 to July 2020

The Keyholder is responsible to support overall sales in the store, staff, merchandise and customer service, while promoting a sales culture to build productivity and passion for the brand. This position will ensure that all internal and external customers receive exemplary service and receive a positive store/brand experience.

SALES GENERATION:

- Meet sales goals-Continuously motivate sales staff to meet assigned sales and productivity goals
- Support the development of associates' sales techniques, ensuring utilization of elevated levels of sales and service to maximize sales
- Demonstrate an in-depth knowledge of the merchandise; ensure selling is fluent in all aspects of product knowledge with an ability to grow within the company
- Demonstrate sales leadership for staff by playing an active role on the selling floor-collaborate with the management to identify marketing opportunities to support sales
- Work with the Store Manager to develop events/incentives that will continue to grow customer base, with particular emphasis on building local market

CUSTOMER SERVICE:

- Ensure all associates provide the highest level of customer service to achieve World Class Service standards
- Ensure staff maintains constant client communication through referring to client books and client database
- Resolve all client problems and complaints quickly and effectively
- Assist sales associates with various customer service issues i.e. dissatisfied customers, returns, defective merchandise.
- Empower associates to make decisions in the customer's best interest that also support the Company's philosophy

OPERATIONS:

- Holds Store key
- Store Opening and closing
- Register Balancing / Preparation Of Deposit

High-End Retail Sales Specialist

Ted Baker - Las Vegas, NV

June 2019 to January 2020

- Consistently met or surpassed quotas of 100,000 sales per quarter
- Established and maintained relationships with preferred clients
- Was able to showcase product knowledge and address concerns of customers
- Provided outstanding customer service
- Stocked fashion inventory
- Identified sales opportunities and acted on leads

Store Lead

Macy's - Las Vegas, NV

February 2019 to December 2019

STORY is a narrative-driven concept store within select Macy's doors. Rotating retail installations curated around a themed subject matter introduce guests to a fresh array of products, brands, and experiences. Events that range from panel discussions to craft events bring each themed concept to life.

Lead Operations:

- Assist and coach Storyteller colleagues to provide strong selling and customer engagement behaviors while driving sales.
- Connect with customers on the sales floor and share knowledge about featured brands/products to drive product sales through customer engagement.
- Act as an expert of the brand and unique retail concept by living the values and conveying brand messages.
- Advise team members on store initiatives, sales goals and events for the upcoming week. Ensure team understands and follows procedures, policies and standards.
- Act as a liaison between Manager, store colleagues, and VPS.
- Maintain floor presentation standards and restock merchandise throughout the day.
- Balance priorities and delegate tasks to team using good judgement to manage time effectively.
- Work store events in whatever capacity is required to ensure successful execution and seamless customer experience.
- Support STORY Manager and total store operations on an ongoing basis and during changeover periods when the narrative theme changes.
- Ensure receipt of new merchandise, unpack new merchandise, set up back-stock, store-build-out, place new floor coverings, merchandise incoming inventory according to visual guidelines, pack unsold inventory to be delivered to the distribution center, reconfigure store fixtures to prepare new layout and visual presentation for upcoming theme.
- Demonstrate exceptional product knowledge and be capable of giving expert style advice.
- Assist Manager in assessing Storyteller colleagues engagement and performance on the floor and deliver coaching and feedback as necessary.
- Regular, dependable attendance & punctuality

Supervisor

Sunglass Hut - Las Vegas, NV

June 2017 to October 2019

The Sales Supervisor is the ambassador of the Sunglass Hut Experience who spends the majority of the time on the sales floor, performing all functions relating to store operations and the customer experience,

including completing sales transactions. The Sales Supervisor is responsible for maintaining the visual standards of the store.

Supervisor Role includes:

- Manage a team of 8-12 associates
- Personally Increased Quarterly sales by 43%
- Utilizes Sales tools to consistently deliver sales plan and company objectives.
- Achieves/exceeds the individual Sales Plan.
- Leverages reporting tools to track individual results and identify wins and areas of opportunity.
- Partners with the Store / Center Manager to continually coach and inspire the team to enhance store performance.
- Provides ongoing coaching for all Associates to support growth and development.
- Creates an inspirational and motivating work environment that reflects the integrity of the brand.
- Seeks out opportunities for self-development as defined in an individual development plan.
- Creates an EMOTIONAL CONNECTION within the store team that translates into sales and ensures every Associate consistently delivers The Sunglass Hut Experience.
- Spends a majority of the time on the sales floor.
- Continually coaches and develops the team to ensure consistent and absolute execution of sales technique.
- Builds the brand by consistently executing the brand standards.
- Adept at knowing the product and stays current on new merchandise and fashion trends.
- Motivates, coaches and inspires the team to ensure they are the best possible brand ambassadors.
- Ensures impeccable execution of operational policies and procedures and maintains brand standards.
- Consistently coaches and develops the team to ensure retail excellence.
- Communicates information regarding promotions, contests, and incentives to the team.

OPC (Timeshare Lead)

Westgate Resorts - Las Vegas, NV

February 2019 to July 2019

Promotes Westgate through arranging tours for qualified potential timeshare purchasers, books room nights, sells attraction tickets, and provides concierge services in contracted locations.

Teller

Wells Fargo - Henderson, NV

July 2017 to December 2018

Bank involved interacting with customers focused on providing exceptional customer service and building relationships. Constant engagement with customers to create conversations and share ways Wells Fargo can help to meet their financial needs.

Teller Duties include:

- Engaging customers in conversations, listening to them, and proactively helping to meet their financial needs
- Asking questions to get to know the customer to build relationships
- Introducing customers to another branch team member or sharing digital options that may make banking easier for them.
- Working as a part of a team to help customers succeed financially

- Following policies and procedures to minimize risk
- Accurately and efficiently processing transactions
- Maintaining a cash drawer including taking in and giving out cash and balancing
- Greeting customers and thanking them for their business each visit
- Following company identification policies at all times
- Offering various financial products to customers
- Answering the telephone in a timely and professional manner
- Cash drawer, safety deposit and safe balancing

Sales Lead

Aeropostale - Ontario, CA

August 2016 to March 2017

As a Sales Lead, the main focus is to create the best experience for customers. You must lead the selling effort, coach associates, daily customer service, up-selling merchandise, taking care of customer needs, merchandise recovery, fast and friendly cashier, and team leader.

- Be a role model of excellent customer service and continually provide feedback to associates on the sales floor.
- Achieve personal and store sales goals.
- Communicate and coach associates on sales and conversion drivers.
- Ensure store standards for merchandising and operations are met consistently.
- Participate in store meetings and share your ideas to drive business.
- Be a role model for our values of Respect, Integrity, Teamwork, Compassion, and Accountability.

Sales Associate/Cashier

Party City Corporation - West Hills, CA

January 2015 to March 2016

From helping customers celebrate occasions big and small, to being the number 1 Halloween shop spot, you must be an expert in making moments unforgettable.

- Delivers exceptional customer service through personal contact with customers
- Interacts with and assists customers
- Answers the telephone and rings on register
- Processes balloon orders
- Handles Personalization Studio orders
- Assists in receiving and stocking procedures
- Unloads merchandise from trucks
- Checks in shipments
- Stages merchandise for the sales floor
- Packs out merchandise
- Top and down stocks merchandise
- Assists in merchandising procedures
- Responsible for maintaining assigned sections in store as determined by the GM
- performs other duties as needed
- Cash drawer and safe balance skills

Counselor in Training

North Weddington Recreation Center - Studio City, CA

May 2012 to September 2015

- Meal Preparation/Supervision of children ages 5 to 11 at multiple amusement parks, events, and recreation center daily.
- Develop and lead at least one activity, game, story, or craft each scheduled day
- Fully participate in all areas of camp. As a leader, you must engage and encourage campers at all times, including, each morning as everyone arrives and during lunch.
- Act as a leader and take initiative to complete all daily tasks.
- Help leading activities, games and crafts.
- Help lead songs or organize a camper skit for the campfire
- Work with camp staff daily with set-up, clean-up, and keeping clean.
- Take steps to ensure camper safety during all activities know the whereabouts of your assigned campers.
- Promptly inform the camp staff and/or education director of any serious problems that may arise.

Customer Service Associate

Mega Plus Solutions - Chatsworth, CA

January 2014 to April 2015

- Taking Invoice or finance payments.
- Helping customers with furniture needs.
- Online and over the phone technical support.
- Spreadsheet of incoming payments
- Building websites, website design, social media advertising
- Sales floor understanding

Education

Associate in Criminal Justice

University of Nevada-Las Vegas - Las Vegas, NV

August 2017 to Present

Skills

- Key Holder
- Sales Support
- Merchandising
- Upselling
- Store Management Experience
- Technical Support
- Web Design

- Marketing
- Caregiving
- Supervising experience

Assessments

Social Media — Proficient

August 2019

Measures a candidate's ability to create content, communicate online, and build a brand's reputation.

Full results: [Proficient](#)

Receptionist — Highly Proficient

July 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Proficient

July 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Proficient](#)

Sales Skills: Influence & Negotiation — Highly Proficient

January 2019

Measures a candidate's ability to effectively use influence and negotiation techniques to engage with and persuade customers.

Full results: [Highly Proficient](#)

Problem Solving — Expert

March 2020

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Expert](#)

Sales: Influence & Negotiation — Proficient

January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

Supervisory Skills: Motivating & Assessing Employees — Proficient

June 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

Cashier Skills — Highly Proficient

October 2020

Counting cash, processing transactions, following written procedures, and attending to details.

Full results: [Highly Proficient](#)

Sales Skills — Proficient

January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

Retail Customer Service — Proficient

October 2020

Comprehending and responding to retail customer needs

Full results: [Proficient](#)

Work Motivation — Proficient

October 2020

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.