

Zenora Andrade

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Budtender/Sales Trainer

NuLeaf NV - Las Vegas, NV

March 2021 to June 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.

Budtender

NUWU Cannabis Marketplace - Las Vegas, NV

August 2020 to March 2021

- Responsible for patient data, paperwork, and upkeep.
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Budtender/Receptionist

Zen Leaf - Las Vegas, NV

July 2020 to October 2020

- Responsible for patient data, paperwork, and upkeep.
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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

Sales Associate

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

Storyteller 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 2018 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.

Sales Associate

H&M - Las Vegas, NV

August 2018 to December 2018

Active customer service, up-selling merchandise, taking care of customer needs, merchandise recovery, efficient cashier, team leader, scheduling, stock orders, coaching.

- Supervised cashiers and register transactions
- Supervised floor sales
- Identified sales opportunities and acted on leads

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