

Franco Phan

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EXPERIENCE

IKEA, Emeryville, CA — Sales Planning Specialist

October 2017 - PRESENT

- Manages sales and forecasting for the Home entertainment, Lighting and Home Organization departments.
- Ensures within the departments that all articles are available, clearly communicated, and displayed at all times.
- Contributes in range management in all areas of the store including: pricing, sales forecasting, allocation, creating merchandising solutions, and seasonal implementations.
- Plans and merchandises all incoming new articles throughout each seasonal changeover to secure the range presentation and total offer for the customer.
- Manages outgoing merchandise through space allocation and local pricing adjustments.
- Conducts and analyzes daily reports to secure KPI's, top selling and volume articles, and forecasting adjustments to secure on shelf availability throughout the store.

IKEA, Emeryville, CA — Bedrooms sales associate

December 2016 - October 2017

- Actively assisting any customers that approach my department with recommendations to their bedroom needs such as bed frames and dressers, a mattress that fits their comfort and a closet system that addresses their clothes organizational needs.
- Maintain that pricing is always presented along with a perfect in shape display for all articles to ensure the customer always meets our products in the best way.
- Knowledge of the bedrooms range and our current market to maximize sales.
- Provide outstanding customer service.

IKEA, Emeryville, CA — Activities sales associate

July 2012 - December 2016

- Plans and implements holiday & outdoor setups.
- Implement seasonal activity changes throughout the year for market relevance and vitality.
- Maximizes sales goals by allocation the right combination of products for a complete offer to the customer.
- Analyzes and provides space allocation for top selling articles.
- Ensures top selling articles has the correct space allocation and accurate inventory at all times.

EDUCATION

UC Berkeley Extension, Berkeley, CA

September 2020 - Present

Currently enrolled in a boot camp program for coding to become a full stack developer.

SKILLS

- Proficient in Microsoft Excel, Word, and Outlook
- HTML, CSS, JavaScript, JQuery, Bootstrap, BULMA.