

William (Tony) Gonzales
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JOB EXPERIENCE

Sales Professional, Select Comfort: May 2014-Present (and January 2001-June 2007)t

As a sales professional at Select Comfort, I am currently in charge of managing a sales team, selling beds, bed accessories, and misc equipment. Team building, coaching and developing of team members, collaboration, training, and developing are key parts of my position . I am also responsible for opening and closing the store, cold calling, and cash-handling. I have won multiple awards in this position, including being over 120% to my goal multiple times.

Assistant Store Manager, Panera Bread: May 2013-August 2014

As an assistant store manager at Panera Bread, my main duty was to establish team work and dedication among employees, while also ensuring customers felt they were a part of the family while dining at the restaurant. It was also my responsibility to recruit, interview, hire, train, evaluate, motivate, coach, and take disciplinary action among staff if needed. I was also in charge of PL, ordering, shift scheduling, daily operations, cash handling duties, open/close duties, and ensuring policy was maintained in every level.

Manager, Starbucks: August 2007-April 2013

As a store manager, I was responsible for the efficient and profitable operation of the store. I was expected to ensure that the “service experience” of Starbucks was consistently offered to all customers at all times. I oversaw all store operations, maximized financial profitability, and made sure that all employees were empowered and directed in a very positive manner. I was responsible for developing partners to shift supervisors, and shift supervisors to assistant store managers. I also managed year-over-year comps, maintained profitability, processed inventory, and placed orders.

EDUCATION

UC Davis Extension, Sacramento, CA: Coding Program & Web Dev.—Feb. 2019
Bremerton High School, Bremerton, WA: High School Diploma— May 1995

REFERENCES

Britta Hagberg
Robert Cooper

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