

Gjovani Gorvokaj

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Summary

- Project-oriented Store Manager with a strong track record of successfully managing multiple teams of employees while working as the driving force behind initiating, maintaining, and monitoring performance with a Proven track record of customer service and efficiency.

Experience

CVS Health | Michigan, Sterling Heights

Store Manager | 09/2021 - Present

- Managed a team of 10+ employees, including a manager, and trained them in a variety of merchandising and organizational functions.
- Maintained healthy staff morale by creating a fun, educational environment with a high level of employee engagement.
- Created a comprehensive store brand, including online marketing materials, store signage, and advertising.

PCS Mobile Solutions | Michigan, Washington

Store Manager | 11/2020 - 09/2021

- Continually updated a leadership resume and honed skills by participating in various management trainings.
- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment.
- Established personal connections with customers, exceeding customer service expectations.
- Accurately tracked customer orders, identified, and resolved any issues during order fulfillment.
- Trained store personnel on how to interact with customers, not just sell items.

Self Propelled Restoration | Michigan, Sterling Heights

Commercial/Residential Painter | 08/2018 - 11/2020

- Performed high-quality painting services to a multitude of clients and maintained an 85% customer retention rate based off of relations and gaining new business from our clients.
- Trained new employees on the proper application of paint, resulting in an increase in customer satisfaction.
- Prep work from start to finish with maintaining a clean space for our clients to return back to their normal lives during and after a project has been completed.

Best Buy | Michigan, Rochester Hills

Smart Home Expert | 10/2017 - 09/2018

- Built rapport with clients by providing quality customer service and problem solving
- Established personal connections with customers, exceeding customer service expectations
- Streamlined inventory management to eliminate the need for stock replenishment
- Performed a full audit of inventory and sales reports, ensuring accuracy

Skills

Customer service, Time management, Microsoft word, HTML5, CSS3, Computer literacy, Leadership

Education

Full Sail University | Winter Park, Florida

Web Design and Development | 01/2025

- 4.0 GPA
- Currently completing courses in Web Architecture, Design and Development

Homeschool | Macomb, Michigan

High School Diploma | 05/2017

- 3.95 GPA

Languages

English, Albanian

Certificates

HTML, Advanced HTML, CSS, Swift, UI/UX

References

Will Provide upon request.