

Jesse Felix

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EXPERIENCE

Product Operations Lead

Lululemon

October 2023 - Present, Commerce, CA

- Spearheaded the optimization of supply chain processes, resulting in a **20% reduction in lead times** and a **15% increase in on-time deliveries**, enhancing overall product availability and customer satisfaction.
- Monitored product levels using data analysis tools and implemented sell-through strategies that resulted in a **15% increase in overall sell-through rate**. Provided actionable recommendations to store leadership, resulting in a **10% improvement in product focus** and a **5% increase in average sales price**, contributing to enhanced profitability and customer satisfaction.
- Proactively planned, prioritized, and led inventory processing activities, adhering to standard operating procedures (SOPs) to maintain accurate inventory levels and optimize product availability for guests. Achieved a **97% inventory accuracy rate** through meticulous planning and execution, resulting in fewer stockouts and increased customer satisfaction.

Web Developer

Perpetual Education

February 2022 - Present, Los Angeles, CA

- Led the development of innovative web applications using advanced technologies like NuxtJS, VueJS, and other frameworks. Achieved a 20% increase in user engagement by prioritizing intuitive design and accessibility standards.
- Played a pivotal role in team collaboration, overseeing code delegation and conducting thorough code reviews. Implemented agile methodologies, resulting in a 20% increase in project delivery efficiency.
- Demonstrated proficiency in API design and development, enhancing system interoperability. Implemented RESTful APIs that achieved a 30% reduction in response times.

Educator / Sales Associate

Lululemon

April 2022 - October 2023, Commerce, CA

- Leveraged in-store technology effectively to support store operations and enhance guest experiences, leading to a **10% reduction in transaction processing times** and improved operational efficiency.
- Fostered a respectful and inclusive team environment, celebrating diversity and ensuring a supportive experience for all team members and guests, leading to a **20% increase in employee satisfaction scores** and a more cohesive team dynamic.
- Received guest feedback actively and collaborated with store leadership to implement improvements, resulting in a **30% decrease in negative feedback** and increased guest loyalty.

Specialist

Apple

January 2019 - July 2021, Cerritos, CA

- Mastered new product features and technologies swiftly, particularly within the Apple ecosystem, resulting in a 30% increase in product knowledge proficiency within the team.
- Delivered exceptional customer experiences across diverse environments, consistently receiving **positive customer feedback** and achieving a **95% customer satisfaction rating**.
- Actively contributed to the success of the store by consistently achieving and exceeding productivity targets, resulting in a **10% increase in individual productivity** and contributing to overall store performance metrics.

EDUCATION

Bachelor of Science in Business Finance

Minor in Education • California State University of Los Angeles • Los Angeles, CA

- Utilized foundational knowledge in financial principles and accounting practices acquired through coursework, focusing on areas such as financial reporting, managerial accounting, and auditing.
- Applied advanced Excel skills and accounting software proficiency to analyze financial data, prepare financial statements, and reconcile accounts, ensuring accuracy and compliance with regulatory standards.

SKILLS

Languages: *Spanish*

Front End: *HTML, CSS, Javascript, Vue, React, Wordpress*

Back End: *PHP, NodeJS, Python*

Computer Literacy: *Microsoft Office Suite*

UX Design: *Figma, Affinity Design*