**Karen Velina, Sales Operations Analyst**

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Driven Sales Operations Analyst with over 5 years of experience in optimizing sales performance and improving operational efficiency within retail environments. Proven track record in identifying growth opportunities, implementing revenue-increasing strategies, and fostering high-performing teams. Adept at analyzing market trends and customer feedback to enhance service delivery. Committed to delivering data-driven insights that support company objectives and elevate customer satisfaction.

08/2024 – 05/2025

Overnight Coach, Walmart

Fairbanks, United States

* Spearheaded the development of high-performing teams through targeted training and ongoing feedback, fostering an environment of continuous improvement.
* Orchestrated the merchandise flow from receiving to the sales floor, ensuring efficient stocking and optimal product presentation.
* Facilitated effective communication throughout all levels of staff regarding store operations, operational directives, and business updates.

12/2023 – 08/2024

Health and Beauty Team Lead, Walmart

Kenai, United States

* Evaluated sales performance, identified growth opportunities, and implemented innovative strategies to enhance revenue streams.
* Upheld department standards through comprehensive zoning, meticulous restocking, and precise pricing accuracy.
* Addressed customer complaints and operational challenges with timely, solution-driven responses, enhancing customer satisfaction.

03/2020 – 12/2023

Fresh Associate, Walmart

West Columbia, United States

* Executed detailed cleaning and maintenance protocols for department areas, ensuring compliance with temperature control and expiration verification standards.
* Prepared bakery merchandise by operating equipment efficiently and upholding strict quality and food safety compliance.

Education

2025 – Present

TripleTen | Business Intelligence Analysis | 2025  
 Main topics: Excel, SQL, Power BI, Tableau, Python

Skills

Excel, SQL, Power BI, Tableau, Python, sales operations, analytical skills, sales Forecasting, KPIs, communication skills, problem-solving, continuous improvement