

# Natalie Freay

MERCHANDISE & OPERATIONS SUPERVISOR

East Rutherford, NJ 07073

☎ +1 (201) 566-1970 | ✉ nataliemfreay@gmail.com | 📱 nataliefreay

## Summary

Great team player and a confident leader with 3 years various supervisor experience. Goal oriented and driven individual who can accomplish tasks with little to no supervision. Experienced in inventory management and ensure clean productive running of multiple operations. Looking to start a career in the medical field. Bilingual and eager to help people with a plethora of communications experience in multiple backgrounds.

## Work Experience

### American Dream

2020 - Present

#### MERCHANDISE & OPERATIONS SUPERVISOR

E. Rutherford, NJ

- Oversee inventory for 100+ unique products
- Oversee 7 stores and 5 kiosks
- Stock, replenish, and organize inventory in the warehouse, storage rooms, stores, and kiosks
- Managing and allocating breaks for 25+ employees
- Call dispatch for money drops
- Assist an average of 100+ customers per day in finding or selecting items, and providing recommendations
- Aid Spanish-speaking 20+ customers per day
- Authorize 5 exchanges and refunds per day

### Delaware North

2019 - 2021

#### RETAIL SUPERVISOR

E. Rutherford, NJ

- Oversaw 2 stores at MetLife Stadium
- Managed 3 employees per store
- Replenished stock of 20+ products
- Stock and stylize merchandising
- Reconciled cash drawer at the end of night, accounting errors and resolving discrepancies
- Assisted an average of 50+ customers per game day in finding or selecting items, and providing recommendations

### Century 21 Department Store

2019 - 2020

#### ASSET PROTECTION SUPERVISOR

Paramus/Elizabeth/E. Rutherford, NJ

- Assigned and scheduled 5 specialists across 4 in-store locations
- Acted as a liaison between Asset Protections and upper management, providing summarizing and providing daily event logs
- Kept detailed documentation of 5+ audits for 3 locations every month
- Monitored 30+ cameras (CCTV)
- Operated store switchboard, provided courteous and knowledgeable assistance to 20+ calls per day

### My Little University

2018 - 2019

#### LEAD TEACHER

East Rutherford, NJ

- Maintained strict records of newborns and toddler's habits (physical activities & diet) by using the Daily Connect app
- Oversaw the newborn room with 20+ children ranging between 7 weeks old to 15 months
- Responsible for 12 children ranging between 16 to 24 months
- Performed meal and bottle preparations
- Taught New Jersey's Department of Education recommended curriculum (The Creative Curriculum System)

## Skills

**Languages** English (*native*), Spanish (*fluent*)

**Software** MS Word, MS PowerPoint, MS Excel, POS System (Shopify), Nexus Systems (Invoices)

**Personal** Attention to Detail, Customer Service, Team Leadership, Problem Solving/Adaptability

## Education

**Bergen Community College (Paramus, NJ)**

2020 - Current

**Montclair University (Montclair, NJ)**

2015 - 2016

## Hobbies

**Photography, Painting, Hikes, Cooking and Baking**