

NATHENA SUE DODD

PERSONAL PROFILE

My extensive experience in retail allows me to thrive in a fast-paced, and high-pressure environment and years of customer service have afforded me impeccable soft skills.

JOB EXPERIENCE

WALMART 2008-PRESENT

DEPARTMENT MANAGER 2010-2012; 2016-PRESENT

- Manage a team of 10 sales associates
- Organize and plan major and minor department changes and day to day tasks
- Handle projects and requests while overseeing inventory operations
- Leads and participates in teams by using and sharing resources, information, and tools; determining customer needs and business priorities; coordinating and executing work assignments; providing advice, feedback, and support to ensure timelines and work quality are achieved; and modeling and helping others with how to adapt to change or new challenges.
- Develop, communicate, and implement processes and practices to meet business needs by collaborating with managers, co-workers, customers, and other business partners; analyzing and applying information from multiple sources; monitoring progress and results; and identifying and addressing improvement opportunities.

ASSISTANT MANAGER 2012-2016

- Provided supervision and development opportunities for Associates in assigned area by hiring, training, mentoring, assigning duties, evaluating performance, providing recognition, and ensuring diversity awareness.
- Met with Associates listening to concerns, researching issues, reviewing Company policies and procedures, and providing resolutions for Associates.
- Ensured compliance with Company policies and procedures by holding Associates accountable; analyzing and interpreting reports; implementing and monitoring asset protection and safety controls; maintaining quality assurance standards; overseeing safety and operational reviews; developing and implementing action plans to correct deficiencies; and providing direction and guidance on executing Company programs and strategic initiatives.
- Supervised hundreds of associates on a daily basis.

SKILLS & EXPERTISE

- Associate relations and engagement
- Planning
- Organization
- Research
- Training
- Proficient in written and verbal communication

EDUCATION & TRAINING

Ball State University

FALL 2006- WINTER 2007

- Bachelors Degree in History
- Minor in Political Science

Lincoln Trail Community College

FALL 2004-SPRING 2006

- Associates Degree in General Studies
- Dual sport student athlete 3.5 GPA Dean's List

YOU CAN REACH ME AT:

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