

# TANNER DOLAN HEITZ

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## PROFESSIONAL SUMMARY

Versatile professional with proven leadership and operational expertise across retail, sales, and office management. Demonstrates strong skills in team leadership, customer relations, operational efficiency, and strategic problem-solving. Adept at managing diverse responsibilities, from overseeing daily operations to streamlining administrative processes, while fostering a positive and motivated work environment.

## SKILLS

- Customer Service & Relations
- Money Handling & Cash Reconciliation
- Team Leadership & Motivation
- Decision-Making & Problem-Solving
- Conflict Resolution & Task Delegation
- Sales Strategies & Performance Reviews
- Inventory Management & Forecasting
- Office Administration & Scheduling

## WORK HISTORY

### Assistant Manager

Uncle Stu's – Carol Stream, IL | 11/2023 – Present

- Supervise day-to-day operations to meet performance, quality, and service standards.
- Maintain a clean, safe, and organized store environment to enhance customer satisfaction.
- Build strong relationships with staff, fostering a positive and collaborative work culture.
- Monitor cash intake and deposits, improving accuracy and reducing discrepancies.
- Conduct inventory counts, resolve stock issues, and forecast supply needs.
- Mentor team members, providing guidance and support for professional development.
- Helped the store generate a 30% profit increase year-over-year.

### Office Manager

American Material Sales – Glenview, IL | 03/2025 – Present

- Oversee daily administrative operations, including scheduling, correspondence, and recordkeeping.
- Manage client accounts, ensuring timely communication and resolution of inquiries.
- Coordinate purchasing and inventory of office supplies to maintain workflow efficiency.
- Prepare reports and documentation to support management decision-making.
- Supervise administrative staff, delegating tasks to maximize productivity.

### Junior Options Trader

Scalp Trade – Chicago, IL | 10/2020 – 10/2023

- Implemented advanced software tools to improve trade execution and monitoring.
- Generated performance reports for internal review and client updates.
- Developed and applied volatility-based strategies for optimized position sizing.
- Reduced client risk exposure through proactive portfolio management.
- Collaborated with team members to innovate trading approaches.
- Generated upwards of \$1.5 million in profits for the company during tenure.

### Assistant Manager

Uncle Stu's – Carol Stream, IL | 10/2018 – 09/2020

- Supervised operations to maintain quality, performance, and service standards.
- Oversaw daily cash reconciliations and financial reporting.
- Boosted employee morale through recognition programs.
- Monitored sales trends and adjusted pricing for profitability.

### Assistant Manager

Wing Zone – Bloomingdale, IL | 04/2016 – 09/2018

- Led daily operations to meet quality and service expectations.
- Fostered strong staff relationships to promote teamwork.
- Managed cash handling and deposits, increasing financial accuracy.

## **EDUCATION**

High School Diploma

Metea Valley High School – Aurora, IL (2012)