Objective

Utilize all my experiences in retail management, customer service, order entry/procurement and apply it to exceeding all the expectations of your company.

Profile

Personable, motivated customer service professional with multiple college degrees and a successful 12-year record of getting people into what they need most to thrive in their endeavors. An unquestioned capacity to quickly learn new technologies with a never-ending thirst to learn more. Aptitude for enduring myself to those I help and an unquestioned expert at getting people into what they need. Demonstrated history of striving for results, exceeding goals and building teams that are second-to-none.

Flexible and versatile with and ability to maintain a sense of humor under the greatest of pressures. A confident, competent and poised individual with a demonstrated ability to easily work around differences. Someone who can thrive in a deadline-driven environment.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Team Player * Sales Management * Order Buying * Product Procurement * Customer Service * Convey complex information into easily digestible portions | * Inventory Management * Computer Savvy * Apparel Knowledge * Works Across Department Lines | * Matching Products and Their Best Uses * Wide-Ranging Office Skills * Quick Learning * Professional Presentations Utilizing Visuals and Sound * Toilet Un-clogging Extraordinaire |

Professional Experience

MAnaging: empowering, achieving and exceeding

* Empowered my associates to do more within the department.
* Endorsed their desire to take more ownership of their surroundings.
* Achieved at least a 20% increase in sales every year.
* Encouraged the department to never stop learning or preparing.
* Led the store in sales every year.

PRODUCTS: explaining, ordering and maintaining

* Met with people to find the products best suited for their endeavors.
* Explain complicated features and benefits in terms that were easy to absorb.
* Worked to ensure that the customer had everything they needed to succeed prior to beginning.
* Utilized JD Edwards software to order any products that I could not offer them upfront.
* Worked to ensure that inventory was always correct and up-to-date

People: Customer Service and Problem Solving

* Oversaw a department whose sales grew 81% in 3 years:
* Constructed a department where individuals had pride and ownership in it.
* Created an extremely knowledgeable staff that was ready and eager to handle the toughest of situations.
* Ensured that employees knew that customers were the reason they worked, not the causes of work.
* Listened to the people to see what they really needed:
* Made suggestions to ensure that the customer had the right product for the right task.
* Worked to overcome objections in regards to a number of factors.
* Balanced customer wants with their needs to exceed their expectations.
* Worked through problems by utilizing all the tools at my disposal:
* Worked between parties and across department lines to ensure complete satisfaction.
* Created coalitions to help drive home solutions.
* Listened to concerns and addressed them accordingly from all stakeholders.
* Attempted to find the best solution that was most amicable for all parties involved.

SKILL LITERACY: COMPUTERS AND CONFIDENTIALITY

* Worked with many different sales and inventory programs to ensure that goals were being achieved:
* Utilized MS Office products for sales tracking, memo-building and presentation making.
* Worked with JD Edwards sales ordering software, MMS Tryton for inventory control, AS400 for sales, ordering and inventory inquiries.
* Ability to make professional documents utilizing Adobe Creative Suite software.
* Experienced in working with sensitive information and materials.

Employment History

Columbia Sportswear – Portland, Oregon

Department Supervisor, September 2008 to September 2011

Columbia sportswear – Portland, Oregon

Sales Associate, September 2007 to September 2008

Sports Authority – Clackamas, Oregon

Department Lead, April 2007 to September 2007

Sports Authority – Salem, Oregon

Department Manager, March 2006 to April 2007

Sports Authority – Clackamas, Oregon

Department Lead, June 2004 to march 2006

Education

Portland State University – Portland, oregon

Bachelor of Science, Communications, 2008

GPA: 3.25/4.0

Mt. Hood Community College – Gresham, or

Associate’s Degree in General Studies, 2002

GPA: 3.0/4.0