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Teressa Stern

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| **Objective** | To join a team which will utilize my experience and skills in customer service, communication, problem solving, and leadership |
| Experience | June 2012-Current Brian and Andrea Nelson Portland, OR  **Professional Nanny/Personal Assistant**   * Oversee playtime and schedule activities to ensure proper development of social interaction with other children * Plan menus and prepare lunch and dinner * Record any problems that occur during the week and report situations that need to be addressed by the parents * Meet with parents on a weekly basis to discuss the following week's plans, as well as any disciplinary problems * Keep detailed daily diary of activities * Create and carry out daily schedules that meet the physical and emotional needs of the children * Take child on educational outings * Keep track of necessity items for the family; run errands to ensure items are kept stocked in home * Assist with any special requests by the family (i.e. coordinating schedule and communicating pertinent information with secondary nanny, online research/scheduling for child development activities, maintaining availability via phone, at all times when not working, to answer questions for the family and secondary nanny)   Aug. 2006-Mar. 2011 Bath and Body Works Portland, OR **Store Manager**  Dec. 2005-Aug. 2006  Sales Lead   * Utilized leadership skills to ensure sales staff provided all customers with excellent service * Fostered relationships with customers to encourage continued patronage and referrals * Researched our location to understand and provide tailored service for our unique demographic * Partnered with Sales Leadership Team to maximize their personal strengths and develop opportunity areas * Fostered consistent communication within Sales Leadership Team to keep staff aligned to store, district, and company goals and initiatives * Cultivated an environment which encourage all team members to give feedback, share observations, and voice concerns * Lead members of Sales Leadership Team to take ownership over, and be accountable to duties under their division of responsibility * Utilized company selling tools and guidelines to manage productivity and drive top line sales growth * Ensured company standards of procedure and policies were understood and followed * Implemented new company initiatives within store and shared best practices within the district * Facilitated weekly Sales Leadership Team meetings to identify strengths and opportunities and used the information to develop and implement action plans, as a team, to capitalize on strengths and problem solve to improve areas of opportunity * Facilitated all store meetings for new product launches to ensure sales associates were able to knowledgably introduce new products to customers * Facilitated all store meetings for holiday readiness to ensure associates understood and could utilize the skills necessary to be successful during peak traffic * Managed physical inventories and controlled shrinkage in a high risk store. * Communicated out of stock issues to home office to ensure inventory levels were correct * Utilized computer based scheduling system and analyzed customer traffic trends to ensure personnel were appropriately scheduled to meet the needs of the business * Managed usage of allotted hours and payroll * Implemented sales floor, wall, and window directives * Ensured proper marketing was in place and was changed in a timely manner, per company directive * Met holiday hiring goals on or ahead of schedule * Partnered with other store managers to assist in meeting district wide holiday hiring goals   Mar. 2003-Oct. 2005 Nine West Group Roseville, MN  Store Manager  Mar. 2002-Mar. 2003  Assistant Manager   * Hired and trained new staff * Managed sales and productivity * Communicated with allocations department to ensure correct product levels were maintained * Managed physical inventory and controlled shrinkage * Partnered with district manager to train new store managers in our district * Performed mid-week evaluations to ensure all stores were on track to maintain payroll expectations * Ensured operational policies and procedures were followed * Provided excellent customer service * Implement current floor and window directives |
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| Other Skills | Knowledge of Microsoft Office Suite, fast learner, data entry, providing excellent customer service, exceptional reading comprehension skills, strong written and verbal communication skills, and business ethics |
| Education | GED  Portland Community College Major: Bachelors of Arts transfer degree; current student |