

ALYSSA

KARINA GARZA

956.225.4002 | alykagee@gmail.com | 6704 Biscay Bay, San Antonio, TX 78249

Objective

Obtain a challenging position that will utilize my experience and education, while offering an opportunity for both personal and professional growth.

Experience

CVS Pharmacy - Health HUB / Operations Manager

SEPTEMBER 2020 - PRESENT, WILDERNESS OAK- SAN ANTONIO, TEXAS

- Responsible for all day-to-day operations to include Store Management, Customer Service, Merchandising and Presentation, Loss Prevention, Human Resources, Financial Reporting & Administration
- Effectively communicate information to staff in a timely manner to include daily & weekly action plans for operational and service improvement.
- Promote CVS culture (greet, offer help, thank); Provide colleagues with
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Kendra Scott / Assistant Store Manager- Events Lead

OCTOBER 2019 - JULY 2020, QUARRY VILLAGE- SAN ANTONIO, TEXAS

- Style consultant/personal shopper specializing in customer relations to provide a tailored experience
- Developed, maintained key relationships that helped drive brand awareness, support, and continuously increased store traffic \$20,000 to \$30,000 per month
- Coached, managed, and developed the store team to assist in providing an unforgettable customer experience while encouraging personal and professional development
- Assisted Store Manager in cultivating and maintaining a positive and uplifting work environment, setting the family-centric culture standard, and leading the team in creative, fashion-forward styling of products and trends
- Primary Assistant Manager to assist in recruiting, hiring, and employee training/development
- Handled critical store operations such as re-merchandising, inventory management, scheduling, and managing discounts and expenses to increase store profitability

San Antonio Hispanic Chamber of Commerce / Office Manager, Social Media Analyst

AUGUST 2018 - JULY 2019, SAN ANTONIO, TEXAS

- Responsible for all day-to-day operations in membership inquiries and requests to then disperse to appropriate external organizations, internal departments, and member businesses
- Maintained contact with Account Executive for the building's office supplies and equipment
- Worked closely with Executive Assistant in hosting Executive/C-Suite board meetings
- Served as the lead for all media channels including Facebook, LinkedIn, Instagram, and Twitter
- Handled all media postings for the Chamber, served as the contact person to media partners on event days
- Worked hand-in-hand with Special Events team from a logistical and promotional standpoint
- Compiled monthly statistical reports and took the lead in boosting events to help create awareness of our initiatives, events, and increase fundraising goals

Men's Warehouse / Operations Manager, Wardrobe Consultant

OCTOBER 2012 - APRIL 2019, SAN ANTONIO, TEXAS & MCALLEN, TEXAS

- Assisted in functions of operations/management of store as well as Customer Service Associate responsibilities
 - Employed Human Resource functions including hiring, performance management, & training
 - Prepared and reported all in-store budgets and projections to the Senior Leadership Team as well as contributing to and creating annual budget forecasting for the store
 - Managed and trained all new-hire employees as well as ongoing employee education in learning work responsibilities to comply with company policy and procedures
 - Responsible for daily management & accounting of all store finances and reporting
 - Planned and organized upcoming changes in store layouts for season changes
 - Managed inventory levels and adjusted sales forecasts as needed
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Education

University of the Incarnate Word / Master of Business Administration- Marketing

DECEMBER 2017, SAN ANTONIO, TX

Awards &

Achievements

University of the Incarnate Word / Bachelor of Arts- Fashion Management & Merchandising

AUGUST 2014, SAN ANTONIO, TX

Minors: Fashion Design, Marketing, Business Administration

References

Creative Designer under Sandra Alfred for the Amelia Island Concours De'Elegance (2018), Business Professionals of America Judge (2015-2018), The National Society of Leadership and Success member (2014-2017), Participant in Mary Kay's Foundation for Project Runway Fashion Shows/People's Choice Winner for Best Design in 2015 (2014-2016), Best Customer Sales Associate Team (2013-2017), Cutting Edge Fashion Show Participant at the University of the Incarnate Word (2011-2014).

Available upon request