

PROFESSIONAL SUMMARY

Experienced store manager with 5+ years of experience in the retail industry. Successfully increased revenue through strategic planning and implementing effective sales strategies. Signed exclusive designer contracts to enhance product offerings and attract a wider customer base. Implemented a digital inventory system to streamline operations and improve inventory management. Led a store expansion and re-grand opening event, resulting in increased foot traffic and customer engagement. Strong communication skills, leadership abilities, and attention to detail contribute to creating a positive shopping experience for customers and driving business growth.

EMPLOYMENT HISTORY

FEB, 2017 - PRESENT

Operations Manager, Brides of Florida, Miami, FL

- Spearheaded social media and content development initiatives, fostering cross-functional collaboration across all departments.
- Negotiated contracts with designers & suppliers, demonstrating effective vendor management and acquisition skills.
- Orchestrated the implementation of sales and operational strategies, resulting in substantial revenue growth.
- Managed a team, fostering a collaborative and productive work environment.
- Analyzed business data to identify cost-cutting opportunities and optimize operational practices.
- Within just six months, drove the company’s revenue growth by 50% through the execution of a highly successful social media campaign. This initiative garnered over 100k followers, expanded our reach, and strengthened our brand.
- Remarkable sales growth: Over an 8-year period, achieved an outstanding 4,400% increase in sales. Attained this exponential growth by continuously introducing fresh ideas, consistently elevating service standards, and establishing a robust social media presence.
- Develop and implement a comprehensive training program for all staff, ensuring consistent quality and efficiency in all operational processes.

SEP, 2016 - JAN, 2017

Club Floor Supervisor, Intercontinental Hotels Group (IHG), Miami, FL

- Spearheaded the delivery of flawless operations and personalized service for the VIP guests, ensuring the utmost satisfaction. Maintained pristine guest rooms, inspired and motivated attendants, efficiently managed special requests, cultivated strong customer relationships, and contributed to budgeting and cost control for the Club Floor.
- Employee Recognition Program: Introduced and executed an innovative recognition program for employees, emphasizing upselling and upgrades. This initiative had a direct positive impact on revenue.
- Enhanced Guest Satisfaction: Initiated a comprehensive assessment of services and amenities, identifying significant gaps in customer satisfaction. Implemented a complimentary water bottle at check-in, resulting in a noticeable improvement in guest satisfaction scores.

MAR, 2016 - AUG, 2016

Front Desk Representative, Springhill Suites, Orlando, FL

- Managed front desk operations for a 170-room hotel. Efficiently facilitated guest check-in and our procedures, handled reservations, processed payments, and promptly addressed any guest concerns during their stay.
- Collaborated seamlessly with various hotel departments, including housekeeping and maintenance, to ensure the prompt fulfillment of guest requests, contributing to the overall smooth operations of the hotel.
- Training Leadership: Assumed a leadership role in training all new hires on the intricate POS and Fosse systems, ensuring the teams proficiency in these essential hotel systems.
- Enhanced Guest Loyalty: Spearheaded the coordination of personalized “welcome back” cards for returning guests, providing individualized attention that significantly improved guest experiences and fostered guest loyalty.

EDUCATION

2019 - PRESENT

Master of Science Degree in Business Management, Florida International University, Miami, FL

Business Management

2023

Data Analytics Certificate, Course Era| Google Career Certificates

EDUCATION

JUN, 2023 - SEP, 2023

Tools For Data Science, Course Era, IBM

IBM certificate- Tools For Data Science

SKILLS

Microsoft Office



Zoom



P.O.S & P.M.S Systems

SQL

Spanish Fluent

Sales Strategies

Training Program Development

Guest Satisfaction

Content Development

Cross-functional Collaboration

Supplier Management

Inventory Control

Marketing

Problem Solving

Customer Retention

Process Improvement

Budget Control

Service Excellence

Data Analytics

Store Expansion

E-commerce

LANGUAGES

Spanish



G suite



Adobe



Python

Power BI

Social Media Platforms

Digital Inventory

Data Analysis

Collaborative Work Environment

Team Management

Revenue Growth

Negotiation

Retail Operations

Analytical Skills

Market Research

Supply Chain Management

Business Development

Operations Optimization

Strategic Partnerships

Rebranding

Supply Chain Optimization

Market Analysis