

Nathaniel Flores

Management, sales and customer service professional learning JavaScript front end engineering
floresnathaniel83@gmail.com

Summary

Retail management professional specializing in situational leadership, customer service, coaching, action plans, development, sales, payroll, business planning, accountability, team building and relationship building, with a passion for information technology and Java Script programming. My objective is to obtain a position in IT as a junior software developer with a company that focuses on client customer service, employee development and provides opportunities for career advancement.

Experience

General Manager at Teavana

September 2011 - August 2015 (4 years)

- # Coach and mentor partners on sales process and core beliefs.
- # Recruit, hire and train potential candidates for new store opening (Deerbrook Mall '12).
- # Train and follow up with visual team lead to ensure proper merchandising and cleanliness.
- # Create training plans to support changes in sales processes and core beliefs.
- # Maintain clear communication and follow up with management team and AM to support all store operations.
- # Provide and receive feedback to creatively solve problems

Assistant Store Manager at Starbucks

June 2007 - November 2011 (4 years 6 months)

- # Coach and mentor partners to achieve excellent customer service, coffee standards.
- # Plan and supervise shifts to support store operations and meet sanitation standards.
- # Analyze sales reports to increase profits and control cost.
- # Build and maintain customer and co-worker relationships.
- # Manage a variety of situations independently and judiciously to resolve difficult service issues.
- # Accountable for cash controller responsibilities and training new employees to be successful.
- # Execute marketing plans for seasonal and promotional products.

Manager Assistant at Enterprise Rent-A-Car

September 2005 - June 2007 (1 year 10 months)

- # Plan and supervise shifts to support store operations.
- # Analyze sales reports to increase profits and control cost.
- # Build and maintain customer and co-worker relationships.
- # Manage a variety of situations independently and judiciously to resolve difficult service issues.

Accountable for cash controller responsibilities and training new employees to be successful.

Execute marketing plans.

Handle accounts receivable for outstanding balances

Skills & Expertise

Sales Management and Coaching

Team Leadership

Operations Management

Recruiting

Employee Training

Interviewing Skills

Inventory Management

Follow-through Skills

Customer Service

Visual Merchandising

Strategic Planning

Marketing Strategy

Communication

Constructive Feedback

Cash Handling

Conflict Resolution

motivator

Sales Process

Multi-task & Handle High-volume Workloads

JavaScript

HTML

CSS

Education

University of Texas at Arlington

Bachelor's degree Business Administration, International Business, 2001 - 2005

Grade: 3.528 Cum Laude

Activities and Societies: Intramural sports

Grapevine Highschool

1997 - 2001

Activities and Societies: Basketball, Tennis, Golf and Piano

Organizations

Filipino Young Professionals

October 2014 to Present

Young Catholic Professionals

Volunteer Experience

Volunteer at The Filipino Young Professionals of Houston (FYP)

September 2015 - Present

Helped to cheer on and motivate bike riders in support of the American Diabetes Association. We also provided refreshments and snacks to keep riders hydrated and energized.

Helped renovate homeless shelter to make more livable and lively at The Filipino Young Professionals of Houston (FYP)

March 2015 - Present

We were able to re-paint a homeless shelter located in downtown Houston for Charities of the Catholic Diocese of Houston-Galveston. This made the environment more livable and welcoming to those in need.

Volunteer at The Filipino Young Professionals of Houston (FYP)

March 2016 - Present

In support of Easter Seals Greater Houston - Respite Department and Andi Fry, the program coordinator at 1600 Lake Front Circle, The Woodlands, TX 77380, 281-838-9050 x315. 5.5 hours.

Acted as a buddy for children with disabilities, so that the parents can enjoy a break and have time to themselves.

Volunteer at The Filipino Young Professionals of Houston (FYP)

April 2016 - Present

Shared Filipino culture with the students at Poe Elementary School

Languages

English

Publications

“Experiences in Programming and Human minds All Rapped Up in Life”

Medium.com March 23, 2016

Authors: Nathaniel Flores

This one is an introduction to my experiences in technology and programming, specifically in JavaScript, from ground zero

"The Command Line"

Medium.com March 29, 2016

Authors: Nathaniel Flores

This one is about the command line. What it is and how it pertains to coding

"Learning Git and Other things and Attention Deficit Disorders"

Medium.com March 30, 2016

Authors: Nathaniel Flores

This one is about my experience learning Git and the realization afterwards of the feeling of learning multiple languages and tools in web development

Nathaniel Flores

Management, sales and customer service professional learning JavaScript front end engineering

floresnathaniel83@gmail.com



[Contact Nathaniel on LinkedIn](#)