

Gina Vargas

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Training Manager, Global Retail Operations and Sales Engagement

- **Experienced Training Manager** offering over 8 years of career experience distinguished by commended performance and proven results.
- **Extensive background in Retail Sales and Operations** including experience in staff training and development, operational excellence, sales engagement and financial growth, performance management, customer engagement, employee relations, and business acumen.
- **Demonstrated success in delivering sustainable financial results**, developing and building high performing teams, turning around troubled markets, inventory integrity and management, developing employee engagement and training programs from scratch.

Skills

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| <ul style="list-style-type: none">• Retail Sales and Operations• Performance Management• Training & Development• Employee Relations & Diversity | <ul style="list-style-type: none">• Staff Coaching and Mentoring• Multidisciplinary Collaboration• Client Relations• Microsoft Office Suite |
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Professional Experience

Samsung Electronics Mobile HQ — Suwon, South Korea

May 2017 to April 2020

The Mars Agency

Training Manager - Global Retail Sales, Operations, and Employee Relations

- Developed and implemented talent acquisition, staffing, and workforce planning and development programs in Latin America, Europe, Asia, Middle East, and North America Markets.
- Implemented global retail managers' performance management and development guides, training structure and assessments.
- Participated in development and implementation of strategic applications of integrated tools and systems (ex. Training systems, financial tracking and performance management systems, employee toolkit).
- Facilitated workshops and trained global leaders on retail operations, staff development, customer and employee relations, sales engagement, performance management and development, and financials management in Latin America, Europe, Asia, Middle East, and North America Markets. Helped shape employee culture in the stores through a rhythm of training, development, and staff relations.
- Captured 25% increase in annual revenues and 19% gain in profitability by introducing and implementing new operational excellence programs for staff and regional leadership. Strengthened operational efficiencies and traceability.
- Developed, implemented, and evaluated talent management and succession planning programs including assessing talent, developing career paths, and managing the placement of high-potential employees.
- Established strategic relationships with key individuals to influence organizational decision-making.
- Introduced and implemented positive employee relations and communications programs to resolve existing labor and management issues.

Verizon — Los Angeles

December 2014 to May 2017

Sales Lead

- Delivered positive business outcomes through in-store interactions with customers and teammates
- Utilized personal performance data to assess, optimize and elevate engagement standards to exceed expected financial outcomes.
- Delivered 110% to target in revenue expectations month over month for 4 consecutive quarters.
- Supported grand opening of Flagship store with operational excellence, training, and financial growth processes.
- Collaborated with Leadership team to devise and deploy employee relations strategies.
- Actively and consistently monitored the customer voice and employee insights to positively impact the customer experience and execution of sales engagement standards.
- Received numerous Top Regional Contributor of the Month and Top Regional Customer Satisfaction Index Awards.

Best Buy — West Los Angeles, CA

September 2011 to October 2014

Mobile Sales Associate

- Developed, maintained and communicated up-to-date knowledge of wireless products, accessories, pricing plans and service features.
- Effectively responded to changing in-store environment, circumstances, and situations through customer engagement.
- Proactively partnered with Financial Services Field teams around apps to goal, revenue mix, and debt cancellation performance.
- Consistently maintained product knowledge by learning through others along with self-educating, showcasing product and service offerings.
- Supported training of newly hired sales, services, and support teams while maximizing profitability by modeling behaviors for customer engagement, cost control, revenue, and profit.
- Analyzed department's key performance indicators against targets. Developed business plans to support improvement of department's underachieving areas.
- Differentiated company from competitors and built brand loyalty through an enhanced customer experience.
- Supported community outreach initiatives by partnering with local organizations, businesses, and educational facilities.
- Successfully hosted high profile celebrity, sports, gaming, and entertainment events.

Education

Associate Degree Business Administration, In Progress – 2021

West Los Angeles College

High School Diploma, 2007

James A. Foshay Learning Center