

## Hello

### Harmony Burke

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## Skills

POS systems

Microsoft Office

HTML/CSS/JavaScript

MySQL, Express.js, Node.js

## Experience

February 2023 - PRESENT

### **North Oak Animal Hospital, Kansas City, MO – *Dog Groomer***

- Communicate efficiently with clients on expectations
- Complete tasks on time while maintaining quality of work
- Maintain a tidy workspace
- Communicate health concerns in regards to pets skin/coat/general outer appearance
- Work patiently with difficult pets within the appropriate parameters

August 2020 - February 2023

### **Petco, Kansas City, MO – *Grooming Salon Manager***

- Manage efficiency of all partners working within the salon
- Track important data regarding partner sales and performance
- Track quality of work of all salon partners
- Track and maintain all policies are being executed correctly throughout the salon
- Communicate efficiently with clients on expectations
- Complete tasks on time while maintaining quality of work
- Maintain a clean environment
- Communicate health concerns in regards to pets skin/coat/general outer appearance
- Market promotions storewide to keep sales on track

February 2020 - August 2020

### **Michaels, Blue Springs, MO – *Merchandise & Operations Manager***

- Assist Store Manager in leading and managing adherence to Standard Operating Procedures (SOP's) and Company programs to ensure compliance to applicable laws and requirements; ensure execution of Company policies and standards; hold team accountable for store conditions and results
- Manage and support the truck processes and lead the teams to ensure standards are met; achieve KPI's and manage a team to achieve their role KPI's

- Manage, execute and support the planogram process (POG's) to standard.
- Manage, execute and support the AD set processes.
- Manage and execute shrink and safety programs.
- Serve as Manager on Duty (MOD)
- Maintain seasonal sets and the feature space to visual merchandising standards
- Assist with interviewing, on-boarding, coaching, observing and training of new Team members.

July 2016 - February 2020

**JcPenney, Kansas City, MO – Merchandise Manager**

- Customer Service & Sales – Directs Customer Service and sales activities in store; resolves customer issues and concerns.
- Maximizes sales and service by ensuring staff is scheduled appropriately.
- Drive planning and execution of events and credit card acquisition.
- Drives sales by ensuring accurate pricing and signing and store environment
- Store Operations – Manages door to floor unload and prep process and Reviews Support Workload Tool. Delivers merchandise standards through Put to Fixture, SET, and Visual process execution.
- Maintains high merchandise presentations standards, actively leads the team in planning and execution of all merchandise and visual elements in the store, including the pricing and signing process.
- Promote company merchandise strategy and identify local opportunities to drive sales.
- Oversees efficient and clean recovery processes in the store.
- Stockroom & General Operations – Responsible for all stockroom processes to include , receiving, shipping, reverse logistics, all Merchandise Transfer Out, Return to Vendor and Return to Warehouse activities. Work safety initiatives, facility equipment, repairs and overall building maintenance.
- Oversees the cash office and owns receiving, shipping and logistics with third party carrier processes. Manages fitting room and recovery efforts. Supervises completion of Cash Office completion, Manages Defective MTO (DMTO) process and Supports MOD program. Manages shrinkage by delivering inventory accuracy and following cash room standards

## Education

September 2023 - March 2024

**KU Coding Bootcamp – Certification**

August 2020

**Animal Behavior Institute – Certified Advanced Canine Training Professional**