

Motivated and results-focused management professional with more than 7 years of experience in multiple roles within a high-profile organization. Possess a combination of management, team leadership, and customer engagement skills. Demonstrated ability to initiate positive high-impacting results through continuous improvement efforts. Adept in problem resolution and repeated success enhancing customer satisfaction ratings. Technically proficient in Microsoft Office and SAAS programs.

Areas of Expertise include:

- Customer Relations
- Vendor/Supplier Management
- Store Management
- Revenue Growth
- Health & Safety
- Leadership & Development
- Training & Facilitation
- Marketing Strategies
- Conflict Resolution
- Loss Prevention

Professional Experience

LensCrafters • January 2017 to Present

General Store & Market Manager

Leads marketing efforts to drive branding in the community and build customer base.

Key Accomplishments:

- Enhance revenue flow by 20% mid-year through the execution of aggressive marketing strategies.
- Drive continuous quality and improvement initiatives to enhance marketability and client base resulting in an increase in patient flow from 75 to 110 per week and patient retention by 20%.
- Lead a team in proper execution of customer engagement strategies to improve satisfaction ratings and retention.
- Build a dynamic team through strategic recruiting and orientation efforts and optimizing resources to maintain proper staffing levels in alignment with business objectives.
- Ensure compliance to safety and regulatory standards.

Wal-Mart • April 2015 to January 2017

Assistant Store Manager

Manage the day-to-day operational activity of a Tire, Lube, and Express Shop as well as Food, driving performance resulting in a ranking of number one in the region.

Key Accomplishments:

- Planned and executed strategies resulting in the increase in month-over-month sales by 4% or \$3,000.
- Introduced continuous improvement plans focused on customer retention, efficiency, and quality of service delivery achieving a 103% customer rating. Showing a jump from 97%.
- Enforced safety and regulatory compliance in accordance with OSHA, EcoLab, and other regulating authorities.

Wal-Mart • July 2014 to April 2015

Pharmacy Department Manager

Led staff in the fulfillment of orders, inventory management, and customer interaction of a busy in-store pharmacy.

Key Accomplishments:

- Cultivated critical vendor/supplier relationships ensure quality products and timely delivery.

Dharmil Patel

- Facilitated training for employees resulting in comprehensive practices and timely graduation.
- Increased revenue by 43% through strategic marketing and promotional sales.

Wal-Mart • October 2013 to July 2014

Loss Prevention/Asset Protection

Observed activity of the store looking for suspicious activity and prevent loss of merchandise through intervention.

Key Accomplishments:

- Drove shrinkage down from \$110K to \$40K.
- Prevented store loss valued at \$50K per month.
- Established and maintained positive relationships with local police department for timely and proficient response to incidents.

Wal-Mart • August 2011 to October 2013

Customer Service Desk

Provided exceptional customer service in handling customer complaints, returns, and auxiliary services.

Key Accomplishments:

- Recipient of the Employee of the Month consistently for the consistent creation of positive customer experiences.
- De-escalated angry or upset customers through listening to their needs and addressing their issues.
- Interpreted store policy for customers in situations of returns and processes.

Wal-Mart • July 2010 to August 2011

Cashier

Served as a transaction function helping customers complete their shopping experience.

Key Accomplishments:

- Utilized computerized equipment to conduct product look-up, ring up transactions, and process multiple form of payments.
- Aided on the sales floor as needed to organize merchandise.
- Maintained a clean and organized workspace while driving customer satisfaction with every interaction.

Education

Bachelor of Science in Biology, 2015
California State University • Hayward, CA

Bachelor of Arts in Biochemistry, 2015
California State University • Hayward, CA

Professional & Community Involvement

V.P. and Public Relations Officer of Alpha Phi Omega Club National Service Fraternity

Founder and President of Pharmacy Association January 2012 – December 2013