

Marco Moreno Freites

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Professional Profile

- Over 4 years of professional sales and leadership experience with increasing responsibilities, goals, while offering an expanded array of products and services.
- Extensive experience in managing a retail setting, engaging customers, visual merchandising, and developing brand ambassadors along with general sales staff.
- Consistently working to provide customer service that not only meets but also exceeds set company guidelines to ensure the experience is a personalized one for our guests.
- Pursuing my education and certifications in software and web development in hopes of providing the supreme customer experience both in person but combining that with a digital experience that will be permanent.

Work Experience

HollisterCo., Orlando, FL

Full-Time Keyholder Assistant Manager | January 2019 – October 2020

Lead Brand Representative | June 2016 – January 2019

- Continuous career progression within the HollisterCo Brand into leadership and management positions to further grow the brand.
- Improved sales and service metrics to continuously exceed goals by delivering outstanding customer service and leading staff to a high-performance standard.
- Run day to day management of the store to ensure sales and services goals were being met daily, weekly, and monthly. Including back-office cash handling and financial business for shifts.
- Assisted with hiring, training, and mentoring new staff or promoted team members.

Languages Presently Fluent in:

- Spanish
- Portuguese
- English

Education

Valencia College, Orlando, FL

Associate's Degree | Jan 2017 – Present

Pursuing Associates Degree and Multiple Certifications that are related to Computer Science.

Achievements- Technical Certifications:

- HTML
- CSS
- JavaScript
- Bootstrap
- Express.js
- MongoDB
- Java,
- C++
- Sass,
- Flexbox
- Adobe XD
- Adobe Creative Cloud
- UI Design
- UX Design