

## SALES ASSOCIATE

### Summary

Customer-focused management professional, with successful track record of leading and managing teams . Quality-oriented and proactive in resolving issues with exceptional organizational and communication skills. Self-starter with a positive, can-do attitude who is driven to learn, improve and succeed.

### Skills

billing, billing system, budgets, budget, business management, cold-calling, client, customer service, data analysis, database, facilities maintenance, financial reports, hiring, information systems, instruction, inventory management, inventory, leadership, lesson plan, logistics, loss prevention, managing, mentoring, merchandising, office, management information systems, networking, operations management, personnel, policies, POS, pricing strategies, progress, project management, quality assurance, receiving, recruiting, retail, risk management, safety, selling, sales, staffing, store merchandising, strategic, supervision, teacher, training programs, vendor relations.

### Education and Training

Ph.D. : Management Information Systems Walden University City , State

MBA : Business Administration 2001 Webster University City , State

Bachelor of Science : Public Relations 1996 University of Florida City , State

### Experience

Sales Associate 02/2016 to 07/2017 Rent-A-Center Coeur D Alene , ID

- Build personal connections with customers styling and style advice.
- Create excitement for the brand and the products via fundamental knowledge of the Lucky Brand.
- Apply key selling behavior to connect personal, store and company wide sales goals.
- Inform customers about specifics of each product.

Substitute Teacher 01/2016 to Current Universal Health Services Kingwood , TX

- Responsible for providing instruction and managing the classroom environment.
- Encourage, monitor and promote student progress.
- Follow the lesson plan and outlines by the absent teacher.
- Maintain the established routines and procedures for the school and assigned classroom.
- Work cooperatively with all student personnel.
- Maintain student confidentiality.
- Provide a written report on the day's activities at the conclusion of each day for the absent teacher.

Merchandise 02/2015 to 02/2016 Clubcorp Club Operations, Inc. Plano , TX

- Weekly merchandising in a four-store territory in the Fort Lauderdale area.
- Aid stores in meeting their goals from new item cut ins; resets; surge projections; installations; in store insights; and retail optimization.
- Promoted specific products and services to drive sales.
- Maintained special displays.
- Updated products counts and other information for client database.
- Ensured that products were properly stocked and rotated.
- Established and maintained a friendly and professional relationship with store managers and department managers.

Textile Designer/Web-based Store Owner 11/2011 to 09/2015 State Of Georgia Summerville , GA

- Owner and operator of a web-based home goods store
- Hand drawn textile prints
- Digitally rendered textile prints with Adobe Illustrator
- Performed all management, marketing and social media aspects of the business.

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Business Management Instructor 01/2008 to 01/2010 Gamestop Corp. New Castle , PA

- Provided student-centered instruction for undergraduate business management courses.
- Work independently to continuously build relationships through networking and cold-calling local businesses to promote student job placement.
- Increased and maintained course attendance from 73 % to 87%.
- Redesigned course curriculum with an integration of web-based technologies.

Logistics Manager 02/2006 to 02/2008 Championx Corp. Pecos , TX

- Managed the logistics and facilities of four retail clothing stores.
- Worked with regional management on product placement and strategic operational issues.
- Utilized management information systems to analyze and forecast consumer trends, and identify sales opportunities.
- Responsible for productivity improvements for the shipment-intake process, product placement, and price management.

- Set, monitored, and provided follow-up on logistics productivity goals, and objectives in order to increase sales.
- Developed recruiting, and staffing goals, objectives, and milestones.
- Directed all tasks and activities associated with risk management, store safety, and facilities maintenance.
- Responsible for training new logistics managers on proprietary information systems, Point of Sale back office system, store merchandising and logistics.

District Manager 03/2004 to 02/2006 Exos North Wales , PA

- Managed a district of 24 stores in North Carolina and South Carolina.
- Created district budget and sales goals based on key performance indicators, data analysis, and seasonal trends.
- Created queries to produce vendor reports to drive district sales goals.
- Negotiated with vendors on special promotions and pricing strategies to maximize store gross profits.
- Provided active, directional leadership of store managers, supervisors, and project management teams.
- Scheduled, planned, and forecast district inventories using inventory management systems.
- Position Highlights: Served as the liaison for the company-wide cooler roll program, and web-based POS system.

Performance Manager 09/2003 to 03/2004 Sonepar Usa Jacksonville , FL

- Supported the Area Operations Manager with supervision of 20-26 stores in the district.
- Ensured that store operations standards were consistently met in areas such as Door-to-Shelf, store recovery, inventory preparation, data integrity and customer service.
- Took appropriate action in instruction, training, and planning to resolve any problematic areas.
- Established baseline measures and provided feedback on store-level progress.
- Evaluated and measured personnel development and monitored the efficiency and effectiveness of training programs through follow-up measures.
- Evaluated the performance of store managers and store staff in order to enhance process effectiveness and efficiency.
- Provided technical and professional coordination and leadership in the execution of daily operational activities.
- Assisted operations manager in establishing short and long-term goals, objectives and policies in the district.
- Collaborated with the Area Operations Manager regarding appropriate budget levels for stores taking into account shrink, program compliance, inventory schedule, effective use of field specialists, and other factors.
- Assigned additional projects including hiring at job fairs, and grand opening preparation, training and mentoring store managers, inventory preparation and supervision, shrink control, and conducting store audits.

Store Manager 03/2003 to 09/2004 Babylon Health Mississippi , OR

- Managed a 12,000 square foot store with 10 employees.
- Responsibilities included recruiting, hiring and training of all employees.
- Supervised store product replenishment, weekly shipment receiving, product merchandising, department plan-o-gram setting and revisions, vendor relations, and loss prevention.
- Increased sales from \$1.2 million to \$1.7 million in 12 months.
- Reduced shrink from 5.2% to 4.6%, during my first year managing the store.
- Promoted to Performance Manager in 2004.

Executive Assistant Manager 01/2001 to 01/2003 Appfolio Santa Barbara , CA

- Managed a multi-department store.
- Managed, trained and developed assistant managers in the management trainee program.

Consumer Relations Specialist Agency For Health Care City , STATE

- Trained medical office staff on the Medicaid billing and information system.
- Developed and implemented community training programs for the Medicaid billing system and process.

Senior Customer Care Specialist US Cellular Communications City , STATE

- Maintained retention center database and monitored calls for quality assurance.
- Developed wireless billing system training program for new associates.