

PRICING/DSIGN, PAR BUSINESS ANALYST/PAR BUSINESS ANALYST II

Summary

To obtain a position in a results-oriented company that seeks an ambitious and career conscious person where acquired skills will be utilized toward continued growth, education, and advancement.

Highlights

- MS Office: Excel, Word, Access & Outlook Express, Oracle Systems, Windows, XP Professional, Windows, JDA, Score Board, & Retail Ideas, Google Docs
- 2012 Retail 101
- 2009 Facilitative Leadership
- 2008 Leadership Skills for Women
- 2007 various E911 certifications

Experience

Sports Authority Englewood, Co Pricing/dSign, PAR Business Analyst/PAR Business Analyst II 10/2011 to Current

- Prepare and analyze TY/LY Ad and In-store comparison reports on a weekly basis.
- Evaluate advertising versions to determine stores that need price download for an assigned product area.
- Work closely with merchants to resolve issues with accuracy of price change detail.
- Maintain department budget and place orders for items based on need and sales.
- Analyze sales trends for departments and make recommendations on how to improve business.
- Accurately input regular and promotional price change detail into events for store download.
- Prepare spreadsheets and log tracking information for all promotional discounts and permanent price changes.
- Identify and recommend solutions to promotional overlap issues.
- Maintains/updates terminology list relating to brands and communicates to advertising group.
- Create and load all authorized clearance cadence events for store relocations, remodels and closing.
- Implement improvements to business processes and independently completes small sub-projects within a defined course of action.
- Presents recommendations to moderately complex challenges or business needs.
- Assesses situations and supports decisions by researching, validating and organizing a variety of defined and undefined observations or issues in a fact-based detail-oriented manner.
- Provide recommendations on escalated issues.
- Negotiate timelines with stakeholders to accommodate fluctuating workloads and demands.
- Utilize the Replenishment and Allocation Systems to maintain inventory and drive sales.
- Place weekly replenishment flow orders per established timelines.
- Responsible for review of sku/store set-up to ensure timely completion inclusive of maintaining calendars, store/stop dates and in-stocks across large categories.
- Suggest and execute regional transfers and consolidations.
- Communicate with all levels internal and external on order flows, issues and stock levels that could affect the financial plan.
- Assesses situations and supports decisions by researching, validating and organizing a variety of defined and undefined observations or issues in a fact-based detail-oriented manner.
- Manage inventory to ensure stores have the appropriate assortment and product levels to support sales.
- Maintain and oversee proper levels and content of inventory, in-stock, assortment, and sku-store assignment for a predetermined area.

Dick's Sporting Goods Littleton, Co Softlines Sales Manager 08/2010 to 04/2011

- Manage store's soft product.
- Compile and analyze various reports regarding store and district sales trends.
- Manage sales floor including front end cashiers.
- Manage cash office and vault including store's daily deposits and procedures.
- Audit and investigate over/short cashier deposits including daily deposits for the store.

Comcast Cable Denver, Co Dispatch Operations Supervisor, High Speed Internet/CDV Technical Support Engineer, and E911/LNP Technician 07/1998 to 06/2010

- Supervise and coordinate the daily responsibilities of dispatch operations for video, high speed Internet and CDV work orders with a focus on generating performance improvements within the Technical Operations Department including customer satisfaction and the on-time guarantee.
- Compile and analyze various reports for the dispatch and field departments, which included quota setting, staffing, on-time commitments to customers, and routing.
- Responsible for the processing and analyzing of numerous types of reports for management.
- Resolve customer inquiries and escalations within established deadlines.
- Monitor headends and HUBS to determine market health.
- Provide primary technical support to field for high speed internet and Comcast Digital Voice provisioning issues.
- Review monthly invoicing to gain customer trust and uphold knowledge of billing system.
- Apply corrective action to accurately resolve the customers order issues and re-flow the order through the various systems, or manually complete the activities within the systems architecture to ensure the customer's service commitment is met.
- Handled all market escalations regarding any porting or billing discrepancies for the East/West regions.

- Utilized trouble ticketing systems to accurately document problems including detection information, diagnostic results and multi-product correction as well as escalation and repair performance information.

Education

Bachelor of Science : Business Administration, Finance 7 2013 DeVry University GPA: GPA: 3.8 Business Administration, Finance GPA: 3.8 Train the Trainer Course, Pittsburg, PA for Comcast Digital Voice 2000 certified Telecom Support Representative 1999 Certified Network Operations Coordinator 1 2005 GPA: Dean's List Honors at DeVry University for achieving GPA: 3.5 GPA: 3.8 Dean's List Honors at DeVry University for achieving GPA: 3.5 GPA: 3.8 or higher during 2011/2012/2013/2014 spring, summer and fall semesters. Personal Trainer for the MTP program Fulfillment/MTP/Allocations Authority

Skills

Ad, advertising, billing, billing system, budget, business processes, cadence, cashier, closing, consolidations, content, customer satisfaction, detail-oriented, financial, focus, HUBS, inventory, invoicing, Leadership, Leadership Skills, market, Access, Excel, MS Office, office, Outlook Express, Windows, 2000, Word, Network, Oracle, organizing, researching, Retail, routing, sales, spreadsheets, staffing, systems architecture, technical support, Telecom, Trainer, video