



## Experience

### Party City, Assistant Manager

April 2015 – Present

- Responsible for opening and closing store and related procedures.
- Responsible for cash handling procedures including but not limited to preparing and dropping bank deposits. Authorizes register functions including post voids, returns and associate discounts.
- Assists in supervising and coaching all associates.
- Performs manager on duty (MOD) responsibilities as required.
- Delivers exceptional customer service through personal contact with customers. Interacts with and assists customers in accordance with corporate Customer Service program.
- Handles/assists in receiving and stocking procedures. Ensures accurate receiving. Informs General or Executive Manager of any inventory discrepancies.
- Checks in shipment as needed. Unloads merchandise from trucks as needed.
- Stages merchandise for the sales floor. Top and down stocks merchandise as needed. Assists in merchandising procedures.
- Responsible for maintaining assigned sections in store as determined by the General or Executive Manager.
- Sets and maintains merchandise presentation planner (MPP). Sets and maintains plan-o-grams. Sets and maintains ad in-stock. Flexes and fills seasonal aisles.
- Executes corporate directed price changes and clearance markdowns.
- Assists in ensuring data integrity.
- Participates in the lows and outs process.
- Responsible for seasonal pack away.

### Party City, Sales Associate

May 2012 – March 2015

- Assisting customers with purchases
- Answering customer's questions
- Closing sales
- Stocking products
- Worked alongside managers to train new employees.



## Education

University of Memphis

August 2013 – Present

Bachelor of Arts in Computer Science

Delta State University

August 2011 – May 2013

Bachelor of Arts in Computer Science

## Skills

- Very efficient working as a team player.
- Exceptional time-management skills
- Well adept in inter and intrapersonal conflict in the work place.
- Works very well in high stress situations.
- Proficient in Microsoft Word and Excel.
- Superb customer service.
- Comprehensive background leading all aspects of retail operations.