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NANCY RAMIREZ

ramireznancy.686@gmail.com | (915) 803-2957 | El Paso, TX 79907

PROFESSIONAL SUMMARY

Results-driven leader with a history of training and mentoring sales agents, devising effective sales strategies, and ensuring exceptional customer satisfaction. Bilingual proficiency enhances my ability to engage diverse clientele. Currently transitioning to a software engineer role, I've completed relevant coursework and am actively developing projects and applications to leverage my new skill set.

SKILLS

- Product Demonstration
- Marketing Strategies
- Safety and Security Enforcement
- Sales Quota Management
- HTML/CSS/GIT
- JavaScript
- Bootstrap
- The DOM
- APIS, JQuery, JSON, AJAX
- Node, ES6, OOP
- MySQL

WORK HISTORY

Store/Sales Manager | Household Furniture 01/2020 - CURRENT

- Managed a retail store with 8 employees and revenue of \$3M+ per year
- Monitored staff performance weekly and ensured above average percentages for insurances, add-on's and closing rates were maintained
- Aided the company with the inauguration of a new location by training staff, collaborating with merchandising team, and developing promotions to bring in more foot traffic
- Handled customer/employee complaints, and resolved issues in a timely matter
- Maintained facility clean and under appropriate care when necessary
- Attended management performance meetings weekly, as well as hosted sales team weekly meetings
- Created schedules to ensure adequate floor coverage
- Performed as a role model for staff and ensure company core values were followed while boosting team morale.

Sales Associate | Household Furniture 01/2015 - 01/2020

- Memorized inventory in order to properly direct customers and answer their questions
- Provided accurate estimates and aided customers with financing options
- Maintained the warranty program sales over 60% every month
- Actively followed up with customers during and after sales process to ensure customer satisfaction.

Personal Assistant | Popular Mattress Factory

07/2015 - 12/2015

- Maintained a highly organized filing system for company data, answered emails, letters and distributed update memos
- Scheduled appointments, payments and important meetings by updating calendars and agendas daily while efficiently managing time sensitive tasks and documents.

Receptionist | Hera Auto Sales

01/2014 - 06/2015

- Directed customers to correct personnel, attended over 50 phones calls daily, coordinated meetings, schedules and customer appointments for the company owners as well as the sales team
- Collaborated with banks and finance companies to draft contracts and ensure customers were provided with all corresponding paperwork
- Conducted online research for Vehicle auctions and gathered all requested information in spreadsheets.

EDUCATION

Del Valle High School

High School Diploma

A member of the English and Spanish Honor Society

University of Texas At Austin, Austin, TX

Coding Bootcamp

LANGUAGES

Spanish



Native or Bilingual