

Tanya N. Vaitovas

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Objective

Seeking a challenging career to utilize my skills and talent.

Highlights of Qualifications

- 25 years of work experience in Customer Service
- Military Experience: Accelerated learning curve, Leadership, Teamwork, Diversity and inclusion in action, Efficient performance under pressure, Respect for procedures, Technology and globalization, Integrity, Conscious of health and safety standards, Triumph over adversity.

Employment History

Moove In Self Storage- Northampton/Easthampton/Southampton Ma
Full Time Property Manager

9/2019-Present

- Helped the company with an acquisition, processed 1 million in payments fiscal year, conducted data entry/ manually entered 950 gate codes into Site Link data base, was the face of the company and acted as a liaison for the communications during the transition of 5 properties splitting into two separate locations and two separate data bases.
- Customer service, replies to customer complaints in a timely manner, rents units, presents rental agreements, communicates policies and follows company procedure with insurance and leases.
- Utilized the Site Link software program for tenant data, account management, payment processing, documents, & correspondence.
- Conducts daily QA walk throughs, seeks estimates for vendor contracts, sets appointments, scans invoices, utilizes Microsoft outlook and office applications, provides administrative support and mail.
- Open and closing retail operations, petty cash, safe guarding funds, process two separate stores deposits with check scanners, over sees 950 + storage units.
- Utilizes remote desktop applications, sends and receives data to and from door king gate systems.
- Conducts inventory of merchandise, orders supplies, displays merchandise, maintains operational standards..
- Participates with company meetings remotely using Cisco WebEx, utilizes Ninja RMM to access computers remotely.
- Quality customer service and professional phone etiquette
- High Operations standards and Integrity.
- Office Management/Retail Management

Uber- Western Massachusetts
Part Time Driver

9/2016 - 9/2018

- Effective Communication, Customer Service, Time Management, Safety, Quality
- Technology/Navigation, Independent, Motivated, Self Employed...

SFS SPAR Field Services Inc.

4/2019-6/2019

Part Time Merchandiser

- Conducts timely projects, such as, merchandising, auditing, installations, inventory, price checking, mystery shopping, and resets.
- Scheduling, utilizing technology to carry out job duties, communication, and navigation.
- Reads plan-o-grams
- Works with management with in retail establishments to reach sales goals for clients.
- Reliable transportation

Banana Republic Gap Inc.

11/2013 – 11/2018

Brand Ambassador/ Sales Retail

- Serviced customers with energy and enthusiasm.
- Promoted brand loyalty, excellent communication/articulate.
- Inquired information from customers to communicate and meet clients fashion and style needs.
- Met and exceeded sales goals individually and as a team.
- Conducted register operations, safe guarded funds, cash handling, and sale transactions
- Replenished merchandise & maintained clean working environment.
- Sets up displays, exhibited attention to detail, and ensured store had superb esthetic quality.
- Knowledgeable in topics of design, color, art, fabrics, creativity, & versatility.
- Inspired clients and maintained relationships for styling major life events.

CrossMark

4/2016 – 12/2016

Field Merchandiser/Retail

- Helped market products and assisted in the optimum sales of participating clients.
- Conducted cosmetic resets, built displays, posted graphics, placed instant coupons on products, added and incorporated promotional materials for new product launches, cut in new products on shelves, conducted audits, and followed plan-o-grams.
- Assists store managers with cut-ins, displays, discounts, shipment pack out, plan-o-grams, inventory, and help increase sales for multiple companies, clients, and stores.
- Utilized computer applications and programs to conduct surveys, report hours worked, calculated mileage, attended weekly phone meetings, maintained email correspondence, utilized iPhone applications for effective communication and navigation.
- Time management, prioritized tasks, met deadlines for clients sales goals.
- Maintained professional work ethic and executed tasks with integrity and efficiency.
- Implemented organization and completed tasks efficiently independently

Education

MBA Credits- Analytics Trident University International- Cypress, CA	6/2017- 7/2018
Certificate in Holistic Practice American College of Health Care Sciences- Portland, OR	2012
Bachelors in Business Administration Trident University International- Cypress, CA	2008

Military Experience

United States Air Force Senior Airman Services Squadron (Food Service, Recreation, Fitness, & Lodging)	9/1999 – 9/2003
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Management Experience
Supervisor Experience
Cash Handling
Key Holder
QA
Administration Support

Honorable Time In Service

- USAF Achievements Honorable Military Service
- Air Force Training Ribbon
- National Defense Service Medal
- Air Force Over Seas Long Tour Ribbon
- Armed Forces Expeditionary Medal Air Force
- Outstanding Unit Award
- Air Force Good Conduct Medal
- Basic Service Badge
- Suicide Prevention
- Baking Certificate

