Thalia Salguero

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Objective:

Looking for a position that will utilize my mangerial skills. Stability of a set office schedule with minimum over-time hours.

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Skills:

• Answer phone and make orders

• Make work schedules

• Reconcile accounting

• Customer service

• Document and editing and review

• Research and Data Collection

• Design work templates

• Search Engine Optimization (SEO)

• Data analysis

• Markup Language

• Professional Customer Service

| Managing Skills | Accounting & financial Reports | Excellent Team Member | Learship

Experience

Currito Restaurant - Staff Supervisor – Jan. 2017/Present

• Supervise daily restaurant operations such as kitchen managing, cashier, and provide direct instructions to team members

• Provide ongoing customer service and create a friendly environment to take care of all our customers.

• Generally open and close store during business hours as well as create a daily report on store financial operations.

• Create team members work schedule for weekly operations.

• Maintain records of sales, returns, and invoices in file.

• Created an inventory of office materials that are needed for store operations.

• Oversees order preparations, create invoices for clients, and operate exchange and returns to costumers

Chipotle – Team Mem• Prepare food and maintain a high standard of food preparation

• Provided an ongoing support to kitchen and cashier staff.

• Maintain records of sales, returns, and invoices in file.

• Create a financial report at the end of the day

• Created a daily financial inventory for cashiers and provide a great costumer service

ber – May 2016/November 2016

Education

Rockville, MD Montgomery Community College

Gaithersburg High School Gaithersburg Md 20877

* Enjoys engaging with clients, learning their businesses and is able to quickly leverage Krux resources to help clients meet business goals
* Brings strong organizational and leadership skills made evident through successful, concurrent management of multiple clients and projects
* Thrives under deadline pressure and effectively balances multiple, competing internal and external demands
* Balances priorities across his/her portfolio of accounts to ensure client satisfaction at high levels of Krux operating efficiency
* Understands that details matter, embraces knowledge of detail, and is able to drive action toward larger goals
* Demonstrates strong written and verbal communication skills and is able to clearly explain complex, data-rich topics in a manner readily understood by clients
* Is intellectually curious
* Prefers an entrepreneurial, fast-paced environment
* Works well across organizational boundaries by maintaining focus on client impact
* Is able to travel to client locations as much as 50% of the time
* Participate in and/or lead strategic brainstorming sessions by asking solid strategic questions and offering innovative ideas to help develop creative concepts
* Offer unique creative solutions as well as messaging on the fly that accomplishes defined strategy
* Develop, utilize, and maintain well-defined processes to measure and report on consistency, quality and operational efficiency across all projects
* Provide strategic focus and guidelines for the look and feel of all creative including words, illustration and photography
* Create and maintain an environment where our brand messaging and identity, and business objectives are clearly and readily understood and consistently adhered to
* Persuasively and clearly present design concepts against strategies outlined to Creative Leadership and Marketing
* Collaborate with all levels of the project, including Marketing, Production, and Creative on planning and coordination to ensure work is aligned with project objectives and deadlinDevelop, maintain and support a legitimate business partnership with the hotel & restaurant operations teams serving as an employee advocate, cultural ambassador, subject matter expert, innovator and consultant.
* Responsible for recruitment and staffing including actively and timely sourcing candidates, maintenance of job postings within budget and staffing guidelines, preparation of salaried offer letter requests and salaried/hourly offer letters, new hire paperwork, on-boarding, etc. for the EPIC Hotel as well as providing support to all Florida hotels and restaurants.
* Partner with hotel & restaurant operations management on coaching, counseling and discipline matters and serve as Human Resources consultant on progressive discipline.
* Champion Employee Relations consistent with Kimpton's Best Place To Work and employee communication/recognition initiatives such as the Employee Opinion Survey, Employee Action Committees, Housekeeping Appreciation Week, Employee of the Month/Manager of the Quarter, Kimpton Moments Recognition, Kimpton Professional Women's Group, Kimpton's Seasonal Employee Campaigns, and partner with the hotel operations to increase awareness of Kimpton Cares Month and our community partnerships with Red Ribbon Campaign, Trust for Public Land and Dress for Success and eco-sustainability employee initiatives .
* Partner with Hotel & Restaurant General Managers and Department Heads to achieve excellence in employee satisfaction scores as measured through the annual Employee Opinion and Best Places to Work Surveys.
* Support the hotel and restaurant operations in goal achievement of the annual Customer Service metrics as measured by Market Metrix, Coyle, Trip Advisor, Open Table, etc.
* Lead Performance Management administration including 90-day and Annual Performance reviews for hotel & restaurant employees and performance improvement plans as needed.
* Ensure consistent compliance to all federal, state and city Employment and Labor laws.
* Partner with hotel operations management on all coaching, counseling and discipline matters and serve as Human Resources consultant on progressive discipline.
* Timely perform exit interviews and monitor for trends.
* Ensure I-9 and File compliance.
* Manage Workers' Compensation and Unemployment administration including effective case management of Workers' Compensation and Unemployment claims to minimize liability and expense exposure. Ensure compliance to Workers' Compensation reporting requirements, transitional duty and return-to-work goals for employees with active Workers' Compensation claims.
* Actively and consistently participate in weekly hotel staff meetings, daily line up meetings, Executive Committee and/or departmental meetings, as needed or otherwise requested.
* Provide onsite Human Resources support and visibility for the Miami properties.
* Actively partner with the Security and General Managers in leading Safety Committee initiatives.

**Specific experience we're seeking:**

Minimum two years Human Resources management experience preferably at a manager level in a hotel environment and BS/BA Degree in hospitality management, business management or related field preferred.

* Must possess strong computer skills to include: Word, Excel, PowerPoint, ADP Reportsmith/Payroll system.
* Must possess strong organizational, task-management, leadership, creativity, verbal and written communication and presentation skills.
* Comprehensive knowledge of all applicable federal, state and city employment and labor laws.
* Naturally outgoing and friendly demeanor with personal commitment and passion for service excellence in order to consistently deliver and demonstrate Kimpton service standards to our internal customers.
* Desired continued career growth as an HR professional within Kimpton Hotels & Restaurants.
* Ability to self-lead in the workplace.

**QUALIFICATION REQUIREMENTS:**  
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Prior experience required. Depending on the role degree may be required.

**LANGUAGE SKILLS:** Ability to read, write, and verbally communicate effectively and professionally with other business departments, guests, and vendors. Ability to diplomatically deal with difficult situations and people, while exhibiting a consistent level of professionalism.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, or telephone. The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds.

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).

* Oversee the database data entry and updates records in the department database, e.g. meet with screeners on a bi-weekly basis
* Proven ability to handle confidential, complex and sensitive information Access and respond to internal and external inquiries via the business development account, e.g. provides feedback following the review of opportunities received from internal/external organizations. Liaison with the Legal Department for executed agreements within gP.
* Create and generate weekly, monthly, quarterly and year-end reports by working closely with the Business Development partners to obtain the necessary information
* Provide timely, accurate and effective support to the Business Development Project Manager in the areas of additional reporting, conferences, department events and other assistance as requested.
* Responsibility will include overseeing the copy room, supply cabinets and additional department supplies.

**Who You Are**

* AA Degree preferred.
* Minimum 2-3 years of database experience.
* Strong interpersonal communication skills, verbal and written, with a proven ability to communicate effectively with all levels in the organization.
* Ability to quickly gain extensive knowledge of the organization.
* Handles interpersonal interactions at all levels and manages highly sensitive interpersonal situations and information.
* Ability to adjust schedule to support the gPartnering operations.
* Team player with ability to build effective working relationships throughout all levels of the organization.
* Ability to work independently and as part of a team.
* Ability to work in a dynamic and changing environment.
* Ability to stand or sit for at least 6 hours each day.
* Requires a significant amount of keying and mousing. Ability to accommodate extended periods of computer use to meet business operations.
* Ability to lift up to 15lbs if required.
* Knowledge of Google systems and Microsoft office.
* As a member of our consulting team, you’ll work alongside some of the world’s top minds on cases that reshape business, government, and society. You’ll collaborate on challenging projects with team members from many backgrounds and disciplines, increasing your understanding of complex business problems from diverse perspectives and developing new skills and experience to help you at every stage of your career—at BCG and beyond.
* Consulting work is varied and rigorous, much of it performed at our client sites. Projects can vary in length, size, and location, depending on the client’s challenge. Because our clients operate all over the world, you may travel internationally. If you are joining us directly from school, expect to work with a wide range of clients and projects right from the start—from helping to devise the integration strategy for a pharmaceutical merger to developing sustainable farming practices in emerging countries.
* As your career advances, you’ll begin to specialize in one or more practice areas, guided every step of the way by BCG mentors and world-class learning programs designed to meet your individual needs. Experienced professionals with knowledge and skills in a particular discipline or industry may also choose our expert career track to stay focused on that area of interest.
* Learn more about the types of students & professionals [we seek](https://www.bcg.com/careers/path/consulting/who-we-seek.aspx), programs and culture at [BCG Life](https://www.bcg.com/careers/path/consulting/bcg-life.aspx), info on the [interview process](https://www.bcg.com/careers/path/consulting/interview-process-tips.aspx), or see our general [FAQs](https://www.bcg.com/careers/faq/default.aspx) on consulting and our hiring process.

Measures, analyzes and reports results to support informed, fact-based business decisions which drive improved performance and results across multiple sales channels.

* Perform ad hoc analysis for major sales initiatives and programs. This often involves starting with a fairly undefined problem, identifying trends and issues, synthesizing and reporting the results.
* Partner with the sales operations team to understand the business and sales challenges.
* Develop, socialize and report consistent assessment of historical performance.
* Build and implement sales analytics and business intelligence which will enable the global sales organization to successfully execute on selling strategies, build greater customer intimacy, and achieve sales goals.
* Define, refine and automate our systems / processes / templates that will allow us understand the layers of business, market environments, and competitor landscapes in which we operate and compete more efficiently and effectively.
* Develop sales leadership dashboards, PPT presentations, etc., to communicate results in a succinct, easy-to-understand manner, to all levels of the organization.

Communication & Presentation:

* Synthesize complex data into easily understood and compelling management reports and performance dashboards.
* Act as a trusted advisor and leader when creating presentation material regarding the performance of the business.
* Presenting analysis and reporting to executive level audience.

Ad-Hoc:

* Engage on projects relating to the advancement of sales operations initiatives.

QUALIFICATIONS:

* BA/BS in Business Administration or related degree required; 4+ years’ professional experience in a software company and with at least 4 years in sales operations or analyst role.
* Strong problem solving and analytical skills.
* Strong Project Management competencies.
* Exceptional interpersonal, oral and written communication skills.
* Ability to adapt quickly to a changing environment.
* Strong Salesforce.com skills.  Experience with BI reporting tools a plus.
* Experience creating reporting via Salesforce and other reporting tools (C9, Tableau)
* Advanced MS Office software skills (Word, Powerpoint, Excel, Outlook).
* Collegial, proactive attitude, ability to multi-task in a fast-paced environment is essential.

#LI-MW1

All newly-hired associates go through an extensive orientation program to become familiar with what it means to be a part of Edward Jones. This is a three-day session designed to educate new associates on our firm's history, philosophy, values, information technology and benefits. Finally, an entire day is dedicated to reinforcing the Edward Jones' strong commitment to clients through our "Delighting Customers" program. It's an integral part of building the lasting relationships that help us grow our firm year after year.

Many additional training programs are available to help our associates continue to grow and develop their skills. Specific programs can be selected based on individual needs, and associates are encouraged to continue their development throughout their career. For example, to gain a better understanding of the products we offer, you could take our "Investment Overview" course, or to improve your management skills you might take "Feedback and Coaching." With support from their leadership, some associates may also have the opportunity to "shadow" or learn more about other areas of the firm.

However, the learning doesn't stop once the class ends. The firm continues to provide additional opportunities to learn through on-the-job application, stretch assignments, coaching and feedback and performance support.

**Continuing Education**

Professional Development isn't restricted to Edward Jones' course offerings. Many areas may require or encourage you to seek professional licenses or designations to further your knowledge in your current role (Series 7, CFA, etc.). Tuition reimbursement is also available for those interested in working toward an undergraduate or graduate degree.