

TANYA GAVIRIA

Atlanta, GA - tpgaviria@gmail.com - 678-447-5611

Tech Savvy, Decisive, and Innovative Customer Service and Support Specialist

EXPERIENCE

Flik Hospitality - Coca-Cola Headquarters

Dining Ambassador / User Support - *Sep 2018 - Current*

- ♦ Spearheaded implementation of new mobile food ordering app at Coca-Cola HQ
- ♦ Edit and update database and UI to reflect daily menu changes
- ♦ Consolidated unorganized and outdated paper menu grids into a digital spreadsheet - providing ability to easily share, edit, and update
- ♦ Provide in-person tech support for 3000+ corporate associates of all levels including executives
- ♦ Self-taught database management system to fix urgent issues when outsourced development team could not provide support
- ♦ Daily testing, troubleshooting, and repairing of errors on mobile app and customer self-ordering kiosks

H&M

Department Manager - *Sept 2008 - Jun 2018*

- ♦ Oversaw day to day operations of a \$12 million Flagship location
- ♦ Supported Human Resources functions, including payroll, scheduling, maintaining employee records, recruitment
- ♦ Handled Employee Relations, including development strategies, disciplinary actions, conflict resolution, etc for team of 60+ staff
- ♦ Completed cash office admin - safe audits, daily bank deposits, end of day accounting, archiving
- ♦ Booked and managed travel for traveling associates and managers using Concur
- ♦ Organized, planned, and conducted regular meetings for all staff and management
- ♦ Received and processed incoming shipments of product and supplies
- ♦ Trained new managers for the Southeast area - consisting of six week one-on-one training plans
- ♦ Planned and executed large scale floor moves along with the visual merchandising team
- ♦ Provided individual solutions to customer issues and handled conflicts, prioritizing a positive customer experience while still adhering to company policy
- ♦ Created action plans to increase sales of specific departments based off weekly and monthly selling reports
- ♦ Assisted in establishing and overseeing sales and cost plans, budgets, and variable costs
- ♦ Supported new store openings and training of new staff nationally and internationally, including Global Flagship locations in Bogota, Colombia, New York City, and Miami

EDUCATION

Georgia Tech Professional Education

- ♦ Currently enrolled in Georgia Tech's Coding Bootcamp for Full Stack Web Development
- ♦ Certification expected August 2019