

SUMMARY

Motivated bilingual assistant manager with 10+ years in retail. Proven customer-focused manager and servant leader. Hand-picked to be 1 out of 25 Big Box employees to conduct special trainings for the entire staff. Oversaw remodeling of Big Box store 2380 and helped train new front end managers and associates at store 1209. Looking to bring extensive experience in a Big Box store manager role.

AREAS OF EXPERTISE

Management: Customer Service, Sales Management, Staff Training, Inventory Control, Conflict Resolution

Computer: Microsoft (MS) Excel, Word, PowerPoint, Outlook

Language: Fluent Spanish (reading, writing, speaking)

MANAGEMENT EXPERIENCE

Assistant Store Manager, Vido's Boutique, Houston, Texas April 2016-Current

- Manage a team of 10+ associates in achieving the financial responsibilities of a \$2.1 million dollar store.
- Communicate with District Manager weekly to insure the success of the business through the Key Performance Indicators (KPI) and payroll management.
- Onboard new hires through processing I-9 and W-2, and effectively train all new coming associates on operations, loss prevention, and safety processes.
- Contributed to the store rising to 25th position out of 120 Vido's locations.

Customer Service Manager, Big Box, Houston, Texas July 2012-May 2016

- Led front-end store operations 50+ associate team of with profits at approximately \$90 million/year.
- Audited 15 cash registers and podium daily totaling \$15,000+ to ensure smooth front-end operations and maintain the employee safety.
- Consistently resolved customer and employee work related issues with little direction.
- Achieved 100% ROP (Registers Open to Plan) compliance consistently while in position, to execute fast and friendly check out experiences.

Asset Protection Associate, Big Box, Houston, Texas Aug 2013-July 2014

- Saved the company ~\$30,000 by recovering stolen assets, internally and externally.
- Worked closely with law enforcement to successfully apprehend and prosecute shoplifters.

Front End Manager, Lowe's, Houston, Texas April 2012-September 2013

- Managed personnel team of 4-6 daily, overseeing store profits of \$5 million per year.
- Promoted merchandise through creative floor displays and processed inventory quickly to increase sales.

Sales Lead/Supervisor, SuperMart, Houston, Texas May 2011-April 2012

- Maintained score of 100% on secret shopper surveys, providing legendary customer service.
- Volunteered to supervise and support 3 locations until fully staffed.

EDUCATION

Bachelor of Science: Minor in Psychology – Communications Concentration

University of Houston-Downtown, Houston, Texas

December 2018