Summary

Focused professional able to maintain company standards through delegation and self-accountability. Committed to keeping company standards and guidelines by staying to timelines and delivering projects on time. Ability to work across different departments and learn new skills to provide a better, quicker customer experience.

Skills

|  |  |
| --- | --- |
| * Time Management
 | * Goal-Oriented
 |
| * Creative and artistic
 | * Detail-oriented
 |
| * Self-Motivated
 | * Team Player
 |
| * Compassionate
 |  |

Experience

**07/2017 Auto Interior Specialist**

**To Current Auto Interior Plus-** Cary, NC

* Prep cars for sales by completing interior repair work, vinyl repairs, dying car seats, steering wheels etc.
* Took initiative to develop system that ensures high quality of work in minimum time
* Maintain a clean work space by stocking supplies, keeping it organized, and eliminating clutter
* Create and implement a daily plan based on the number of cars and their condition to reduce down-time between cars
* Effectively communicate with co-workers to maintain a high level of efficiency

**09/2016 Merchandise Supervisor**

**To 06/2017 JcPenney-** Greenville, NC

* Interpreted and successfully executed company planograms and floorset guides to set the sales floor for special events and seasonal changes
* Prepared plans and timelines for seamless updates the store
* Maintained store upkeep while overseeing four separate departments
* Analyzed daily goals for credit card sales and prepared daily action plan for achieving
* Assigned staff to appropriate areas to meet daily corporate goals and ensure a positive customer service experience
* Responsible for end of day verification of all transactions within assigned departments
* Trained and coached Sales Associates
* Responsible for resolving customer service issues escalated by Sales Associates
* Held employees accountable for upholding company behavior and performance standards

**01/2016 Line Cook**

**To 09/2016 Mellow Mushroom-** Greenville, NC

* Prepped food, kept kitchen area clean, and worked with servers to ensure food delivered to customers on time

**10/2015 Seasonal Sales Leader**

**To 01/2016 Express-** Greenville, NC

* Implemented company strategies with objective to exceed sales goals
* Promoted company brand through sales, by cross selling
* Supported team members by sharing product knowledge, helping complete tasks, and coaching
* Maintained a clean, neat and organized sales floor
* Reconciled cash drawers, provided daily update to district manager at end of day, and locked up store

**11/2014 Sales Associate**

**To 10/2015 Express-** Greenville, NC

* Greeted customers, assisted with sales, cleaned store
* Promoted to Seasonal Sales Leader

**06/2012 Concessionist**

**To 08/2014 Carmike Cinemas-** Cary, NC

* Greeted customer and sold tickets to movies
* Ran concession stand and kept clean

Education and Training

**2014 Business Management**

**To 2016 East Carolina University-** Greenville NC

* Secretary, 2014/2015, ECU Rock Climbing Club
* President, 2015/2016, ECU Rock Climbing Club

**2010 High School Diploma**

**To 2014 Panther Creek High School-** Cary NC

* Scientific and Technical Visualization
* Game Art and Design
* Four year member of wrestling team

Activities and Interests

* Building desktops
* Proficient in 3DS Max
* Beginner in Unreal Engine
* Avid rock climber