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*[Experienced retail associate with a dedication to continually develop skills seeks growth and achievement within a field to utilize communication, leadership, and decision-making strengths]*

**PROFILE:**

**FIELD EXPERIENCE:** Administrative experience within retail and florist environment along with exceeding maintenance within managerial duties

**INTERPERSONAL SKILLS:** Effectively interact with individuals within ranging demographics. Appropriately exercise leadership skills; sustain approachability.

**ORGANIZATIONAL SKILLS:** Set clear objectives and delegate if necessary. Manage multiple projects simultaneously. Accurately predict potential problems and effectively implement measures to facilitate success.

**EXPERIENCE:**

**Hearts and Flowers Florist**

**Tinley Park, IL**

**Customer Associate, Designer 11/2019- 04/2021**

Able to design floral arrangements for both corporate and personal occasions utilizing knowledge of design principles and color coordination. Can accurately recreate floral arrangements of like size and composition based on a model as well as freestyle arranging. Demonstrated ability to care for seasonal and perennial plants. Eager to help coworkers and clients alike using active listening skills and clear communication. Daily tasks such as opening and closing store and registers, overseeing incoming flower deliveries and store inventory needs

**Burberry**

**Oak Brook, IL**

**Operations Supervisor 05/2017- 10/2019**

Oversee all aspects of building operations in order to maintain a clean, efficient and cost-effective store. Problem-solve to identify needs and manage support team and systems to provide sales staff and management with back of house support. Responsible for stock movement and bi-annual store inventory. Partner with General Manager to stand in as senior leader when necessary and act as brand ambassador on sales-floor in a selling role when required.

**Service Lead 05/2016- 05/2017**

Provide leadership in areas surrounding clienteling, compliance, email capture, and mystery shops. Work to meet monthly productivity goals and set an example for the associates in the store. Responsible for store keys and ensuring the store is left in a safe and secure condition.

**Groupon**

**Chicago, IL**

**Account Manager 02/2016-04/2016**

Answer merchant questions by taking inbound calls or inquiries and support merchant loyalty and retention through exceptional service levels.

**The Frye Company**

**Chicago, IL**

**Seasonal Sales 10/2015-01/2016**

Assist clients with utmost focus and attention to build client loyalty and drive personal KPIs

**Giggle****Chicago, Illinois****Assistant Store Manager 09/2014-08/2015**

Work directly with Store Manager with the implementation of company strategic initiatives and the achievement of goals and objectives within the store with a focus on revenue generation, establishing store selling and service culture, operational excellence in product and visual merchandising, and creating team success.

**Coach Leatherwear****Oakbrook, Illinois 02/2013-09/2014****Chicago, Illinois 08/2012-02/2013****Assistant Stock Manager**

Build business acumen and knowledge through analyzing reports by partnering with Store Manager to better service self-skillset in the retail environment. Effectively maintain a streamlined process of inventory control for two high revenue generating flagship store locations while exemplifying company standard of excellence by directly overseeing up to twenty employees resulting in promotional achievements

**Orland Park, Illinois 10/2006-08/2012****Lead Stock Associate****EDUCATION:**

North Central College 2007-2009 Naperville, Illinois

Bachelor of Arts: English Literature; minor: Print Journalism

Moraine Valley Community College 2005-2007 Palos Hills, Illinois

**TECHNICAL SKILLS**

Proficient using Microsoft Suite, Adobe Photoshop, SAP GUI, Salesforce Knowledgeable in both PC and Mac systems; Accurate and exceptional typing skills Vast experience in various social media platforms