

Armando Gonzalez

6338 N Cleo Ave
Fresno, California 93722-3313 United States
Day Phone: 5598599695
Email: armandg0935@gmail.com

Availability:**Job Type:** Permanent, Seasonal, Telework**Work Schedule:** Full-time, Job sharing

Work Experience:**Store Associate****Big Lots**

3520 W Shaw Ave
Fresno, CA

1/2024 - 5/2024**Salary:** \$16.00 USD Per Hour**Hours per week:** 4**Duties, Accomplishments and Related Skills:**

greet and assist customers; cash register experience; efficiently and accurately operate and maintain point of sale systems; Perform front-end maintenance, check stand cleanliness, and replenishment of merchandise and supplies; floor safety; cart retrieval; participate in customer loyalty; furniture carry-outs and display assembly; ability to lift, carry, push, and pull a minimum of 50 pounds and unload freight, to move product on and off store shelves, to walk, stand, stoop, or kneel for long periods of time, and to move freely on a continual basis; freight flow, truck unloading, stocking, merchandise presentation and recovery; shrink control

Supervisor: Janice Melo (559-650-0437)**Okay to contact this Supervisor:** Contact me first

Retail Associate**Hobby Lobby**

6485 N Riverside Dr
Fresno, CA

11/2023 - 12/2023**Salary:** \$15.50 USD Per Hour**Hours per week:** 20**Duties, Accomplishments and Related Skills:**

general store operational duties and stocking; merchandise recovery; truck unloading; cart retrieval; maintain appearance of store's interior and exterior to company standards including light maintenance duties

Seasonal position

Supervisor: Douglas (559-275-0123)**Okay to contact this Supervisor:** Contact me first

Store Protection Specialist**Ross Stores, Inc**

5130 Hacienda Dr Dublin, CA 94568
Dept 1648 NW Fresno
Fresno, CA

1/2022 - 1/2023**Salary:** \$15.50 USD Per Hour**Hours per week:** 20**Duties, Accomplishments and Related Skills:**

My primary role as Store Protection Specialist (SPS) is to deter internal and external theft for Ross Stores, Inc. I command presence through a confident attitude and appearance, which demonstrates I am worthy of trust and respect from others. I am observant, aware of the environment, and know what to do if something is not right. I follow dress code policy conforming to my position as Store Protection Specialist (SPS) which requires that I wear the SPS vest during my shift and return it promptly to the designated manager's office once my shift has ended. I wear the company provided badge at all times so I am able to identify myself to others. I maintain a safe and secure environment by actively monitoring and participating in store safety culture.

My responsibilities include interacting with internal associates and external customers. I provide great customer service by greeting customers and eye contact. I engage others by maintaining a professional and polite demeanor. I build partnerships with store leadership and associates through communication. I routinely use a radio and headset during each shift to share information with store leadership and team associates. This includes informing them of safety hazards and spills, missing children, or evacuations.

I frequently and consistently communicate with the manager on duty (MOD) and store team throughout my shift. I quickly report any suspicious activity, serious incidents, potential safety hazards, or damaged merchandise to the MOD. I remain vigilant of surroundings by protecting areas considered hot spots, the front end and through salesfloor observations. I maintain an awareness of behaviors and potential environmental hazards that may present an obstacle or challenge in performing my duties, and take action quickly to remedy these, especially with theft incidents.

I carefully document key tasks throughout the day using the SPS Binder. I provide a full account to the team ensuring key programs are in place and the store can open and close without any vulnerability by completing the key tasks and routines as established on the SPS daily behaviors. I never disclose personal or store information or share internal or sensitive information with others.

I mitigate theft and fraud as a Store Protection Specialist. I follow established procedures for suspicious phone calls or visits. I understand the chain of command and the key loss prevention contacts. While completing my duties I ensure my personal safety as well as the safety of others as main priorities. I am familiar with and follow the emergency response guide and implement actions as required. I understand that if a caller or visitor makes threats of violence against the store to immediately contact law enforcement or 911 emergency services.

I use a variety of prevention tools to complete my job duties that include merchandise and protection devices and detachers and LP technology. the loss prevention awareness center board, keeping aware of perimeter areas and maintaining vigilance in these areas, and understanding the shortage indicator report which is provided monthly to understand areas of vulnerability or predictive trends.

I identify external theft including shoplifting or grab and runs, and take appropriate steps to deter these actions and follow the policies established to prevent or alert the Manager on Duty MOD of the activity. I do not engage in dangerous behaviors and manage tough situations by listening, reviewing, and acting during times that involve high levels of emotion. EAS towers in conjunction with merchandise protection devices are utilized to alert me to check receipts and remove hard tags as needed. I also work to identify and prevent internal thefts including the process of reviewing associates and vendors for unpaid merchandise upon existing for breaks or end of shift.

I ensure accurate timekeeping and recording for work being performed. All time worked must be recorded. I always comply with the established rules to ensure I am paid in full for all work performed. I carefully keep track of start and stop working times, and provide this information to a manager as soon as possible whenever there are any changes. I am a dependable and reliable worker. Frequently I am selected for additional shifts and respond readily to any work-related calls.

Supervisor: Emily Moreno (559-943-0268)

Okay to contact this Supervisor: Yes

Education:

Pershing High School Fresno, CA United States

High school diploma or equivalent 6 / 2021

References:

Adriana Gonzalez

Employer**Title**

Phone 559-238-5518

Email adriana104862@yahoo.com

Veronica Cervantes

Employer Internal Revenue Service

Title Supervisory Customer Service Representative

Phone 559-960-9876

Email Veronica.Cervantes@irs.gov

Emily Moreno (*)

Employer Ross Stores, Inc

Title Manager

Phone 559-943-0268

Email

(*) Indicates professional reference
