

## Isabella Saldana

1682 OrangeThorpe Lane · Clermont, FL 34711

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### Professional Summary

Results-driven and customer-focused professional with strong business acumen and over 5 years of experience in retail, sales, and administrative support. Proven ability to lead teams, mentor peers, and build lasting customer relationships. Adept at multitasking, problem-solving, and driving performance in fast-paced environments. Bilingual in English and Spanish.

### Property Management Experience

- Assistant Property Manager, Commercial Property Management – Watermark Management Services, LLC, Orlando, FL

2024 – Present

- Supported day-to-day operations of commercial properties, ensuring tenant satisfaction and timely resolution of issues.
- Assisted in lease administration including renewals, documentation, and Accounts Receivables.
- Coordinated maintenance requests and vendor services to maintain property standards and safety.
- Maintained accurate records of property expenses, tenant communications, and service contracts.

### Retail Experience

- General Merchandise Expert / Starbucks Barista Team Member, Target – Clermont, FL

September 2020 – March 2024

- Delivered exceptional customer service while managing merchandise, pricing, and shelf organization.
- Trained new hires on menu items, POS systems, and customer service standards.
- Memorized 50+ menu items and served 100+ customers daily with customized beverages.
- Collaborated with 3–7 team members per shift to exceed performance metrics.
- Cross-trained in multiple departments to provide flexible support across the store.
- Co-Manager, Genesco Partners – Orlando, FL

- Increased monthly sales by over 15% through strategic planning and team development.
- Recruited, hired, and mentored new associates, enhancing team productivity.
- Managed scheduling, training, and daily operations to ensure smooth store performance.
- Recognized for consistently exceeding sales goals and maintaining organized inventory displays.

### Other Experience

- Sales / Administrative Assistant, L & Jim Services – Clermont, FL

January 2019 – November 2020

- Provided administrative support to senior staff and field sales representatives.
- Scheduled technician visits and coordinated supply orders from vendors.
- Delivered customer support to new homeowners, ensuring satisfaction and service continuity.

### Education

- Valencia College, Orlando, FL

Associates Degree in Business – Sales and Marketing (In Progress), August 2020 – Present

- Florida Virtual School, Orlando, FL

High School Diploma, Graduated 2021

### Skills

- 3+ years of sales experience
- Strong leadership and mentoring abilities
- Proficient in Google Workspace and Microsoft Office Suite
- Excellent time management and decision-making skills
- Effective communicator and relationship builder
- Self-driven and able to work independently

### Languages

- English (Fluent)
- Spanish (Fluent)