

## RECEIVING MANAGER

### Summary

Reliable Manager demonstrating high level of ownership and initiative. Possessing exceptional work ethic and desire to go above and beyond to exceed company expectations. Offering knack for building productive working relationships. Successful in fast-paced, deadline-driven environments to manage goals and team development. History of thriving in team-oriented environments.

### Skills

- Customer service
- Fluent in Spanish
- Equipment operations
- Stockroom organization
- Processing vendor returns
- Maintaining safety
- Sales floor operations understanding
- Operating equipment
- Logistics oversight
- Mentoring and training
- Planning production
- Team building
- Relationship building
- Store operations oversight
- Staff training and development
- Outstanding communication skills
- Retail inventory management
- Schedule management
- Safety standards
- Problem resolution
- First Aid/CPR
- Reliable and trustworthy
- Working collaboratively

### Experience

Company Name | City , State Receiving Manager 08/2020 - Current

- Organized storage areas to maximize movement efficiency and minimize labor.
- Opened and checked deliveries to verify contents and resolve issues with vendors promptly.
- Prepared accurate shipping orders and bills of lading to direct and route materials.
- Received and staged incoming inventory for movement to storage or sales floor.
- Supervised warehouse team, including schedule management, training and task delegation.
- Kept stockroom free of hazards, working efficiently and properly organized.
- Investigated inventory discrepancies to maintain recordkeeping validity.
- Partnered with vendor representatives to rectify damages and shortages.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.

Company Name | City , State Closing Store Manager 04/2019 - 08/2020

- Guided team to consistently achieve daily, weekly and monthly goals.
- Oversaw team of 25+ associates.
- Maintained consistent daily operations by establishing procedures and monitoring team performance.
- Assessed each employee's individual strengths and delivered mentoring to improve upon weak skill levels.
- Identified sales opportunities by analyzing multiple reports to target our lacking departments
- Managed special projects through effective emergency resolution.
- Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.
- Motivated employees to share ideas and feedback.
- Assessed team proficiencies, identifying and targeting areas for improvement.
- Formed and sustained strategic relationships with vendors.
- Empowered staff members to contribute to continuous improvement, quality and growth of company by using effective communication and fostering organic relationships.
- Monitored metrics to verify asset stability.
- Resolved customer problems by investigating issues, answering questions and building rapport.
- Prioritized sanitation, safety and health standards in work areas to meet OSHA requirements.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.

Company Name | City , State Assistant General Manager 04/2017 - 04/2018

- Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.
- Oversaw management and implementation of new revenue strategies, sales initiatives and customer engagement tactics to increase market share.
- Tracked monthly sales to generate reports for business development planning.
- Implemented CRM strategy to automate leads management.
- Created and finalized quotes to complete deals between company, vendors and customers.
- Developed and implemented new sales strategies to engage a bigger audience
- Boosted team morale and overall sales volume by creating employee incentive sales contests.
- Maintained professional network of potential clients and business opportunities.
- Generated sales by starting a healthy outreach to local businesses

Company Name | City , State Operations Manager 09/2014 - 04/2017

- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.
- Assessed, optimized and elevated operations to target current and expected demands.
- Received, evaluated and scanned in all new inventory, updated computer database and proactively resolved any variances.
- Received, checked-in and stocked merchandise throughout store, helped maintain store inventory levels and assisted with orderliness and cleanliness of sales floor and stock room.
- Replenished inventory to maintain par levels and completed quarterly inventory audits, counted and updated inventory reports upon receipt of new shipments.
- Secured revenue, accurately monitoring cash intake and maintaining store policy updates to eliminate discrepancies.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Improved morale and management communication by creating employee recognition and rewards practices.
- Planned daily operational strategies, including delivery routing, team workflows and promotional initiatives.
- Oversaw financial management activities, including budget management, accounting and payroll.
- Resolved issues, including challenges regarding circuits, websites and vendors.
- Trained, mentored and motivated employees to maximize team productivity.

#### Education and Training

Chief Sealth International High School | City , State High School Diploma 06/2014

#### Languages

Fluent in Spanish and English