

## ACTING GRADE 4 CUSTOMER/BRAND

### Profile

Obtain a position that will allow me to utilize my strong abilities, educational background and the passion to work well with others. I am a motivated employee who is highly energetic, outgoing and detail-oriental. Handles multiple responsibilities simultaneously while proving exceptional customer service. Reliable and friendly who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying experience.

### Core Strengths

- Attentive Listener
- Excellent multi-tasker
- Strong communication and interpersonal skills
- Visual merchandising
- Attention to detail
- Bilingual
- Usage of presentation software
- Cash handling accuracy
- Time management
- Ability to work under pressure and to tight deadlines
- Result driven

### Work Experience

Acting Grade 4 customer/brand Oct 2015 to Jan 2016

Company Name 1/4 City , State

A typical day as grade 4 is filled with coaching, developing and ensuring the store operations get fulfilled. Supporting and keeping open communication with management. Training and Coaching associates, Monitoring floor coverage and complete workloads. Ensure to maintain a positive work environment both internal and external. Grade 4 is required to work together with management and associates; perform variety tasks as assigned by leader on duty, such as customer engagement and daily operations. Grade 4 priorities are being in charge of Gapcards, Media Ambassador and weekly safety audits. When it comes to brand grade 4 are in charge, running shipment and merchandising and updating refreshers in a timely matter being well informed about remarked. Keeping the stockroom well maintained and keeping visuals up to date.

Sales Associate - May 2015 to Oct 2015

Company Name 1/4 City , State

- As a sales associate we demonstrate the finest customer service. We Speak with knowledge and confidence to customers about styles, fits and the latest products. On daily bases we are well informed with our promotions, offers and our sister store as well. We are accountable to maintain the store to meet brand standards. Being part of team gap we have to executes all operational processes effectively. While running task and working brand, all store policies and procedures need to be followed. Having to the ability and confidence to sale Gapcards is one of many main priorities. Knowing the perks and benefits of being a cardholder. Always bring American style to life.

Nights and Weekend Manager Feb 2014 to Mar 2015

Company Name 1/4 City , State

- Opened and closed the store, which included counting cash drawers and making bank deposits. Built and maintained effective relationships with peers and upper management. Offered direction and gave constructive feedback to motivate team members. Held each team member accountable for achieving and performance goals. Coach and supported the team to reach our daily goals. Attended meetings each month to voice concerns. Informed customers about all products and services offered by the company. Built customer confidence by actively listening to their concerns and giving appropriate feedback. Directed strategic and appropriate marketing initiatives to maximize sales. Not only business was main focus, also maintain our workplace with structure and peace.

Sales Associate Jun 2011 to Feb 2014

Company Name 1/4 City , State

- I would ensure giving exceptional service throughout the entire shopping and purchasing experience. Balanced the needs of multiple customers simultaneously in a fast-paced retail environment. Kept the store clean and maintained organized stock shelves. Informed customers about product that best suits them and services offered by the company. Selected as a product demo and party host. Processed all sales transactions accurately and in a timely fashion.

### Education

High school diploma June 2012 Leuzinger High School 1/4 City , State GPA: GPA: 3.8 National Honors Society, 2009-12 - President, Advancement Via Individual Determination club 2011-12

- Class Rank: 12 of 118, Overall GPA 3.8
- National Honors Society, 2009-12
- President, Advancement Via Individual Determination club 2010-12
- Secretary Key Club 2010-12
- Office aid and Teacher's Assistant

Bachelor of Science , Psychology and Communication major 2016 California State university Channel Island 1/4 City , State

- Psychology and Communication Major

- Honors Psychology Society
- Mentor and Tutor for first year students

#### Community Service

Spark - Los Angeles, CA 2015

Community service with Gap Rolling hills estate

- Helped with running spark night
- Simple task such as greeting.
- Providing visitors with proper directions.

Meals on Wheels America - Long Beach, CA 2006-Present

- Twice a year prepare and feed the less fortunate

Habitat for Humanity - Los Angeles County, CA - 2011, 2012

- Directed Task.
- Assisted and built with small projects

Lawndale Library, 2009 - 2011

- Twice a month on Tuesday, would help with the kids after school program.