***Knowledge of sales and customer service environments at a high level.***

Over 12 years of experience in the service industry, with comprehensive, broad-based knowledge of all aspects of business and store management encompassing. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Superior communication and bookkeeping proficiencies. Positive attitude and adaptability to change. Capabilities within:

|  |  |
| --- | --- |
| * Operations Management | * Merchandising / Store Setup |
| * Customer Relations | * Conflict / Time Management |
| * Cash Management | * Selling Techniques |
| * Stock Taking / Ordering | * Data Entry |
| * Opening / Closing Routines | * Microsoft Office |

## HIGHLIGHTS OF SKILLS & QUALIFICATIONS

###### MANAGEMENT SKILLS

* Solid skills in time management, digital file organization, transcriptions, and email management
* Acted as complaint resolution point, solving even the most complex of difficulties quickly and efficiently to the satisfaction of all involved
* Participated in strategic corporate planning, including organizational direction, scheduling, as well as purchasing of stock

**FINANCIAL & BOOKKEEPING KNOWLEDGE**

* Directed all bookkeeping and payroll functions, including weekly and monthly financial reporting to the directors’ level
* Accountable for all retail financial transactions, as well as bank reconciliations

**CUSTOMER SERVICE EXPERTISE**

* Recognized as “Best Employee of the Week” while working as a front-line representative at BERSHKA CLOTHING STORE, an international retail chain
* Acknowledged for superior customer retention in a highly competitive store
* Demonstrated attention to clientele needs through the implementation of the customer-driven home delivery system

## RELEVANT EMPLOYMENT HIGHLIGHTS

### Assistant Team Manager and Key holder, Dollarama, Ottawa ON 2022

* Completed store opening and closing procedures
* Counted out cash drawers and balanced totals
* Helped employees meet daily operational goals
* Processed customer returns
* Managed deliveries and invoices
* Prepared merchandise for the sales floor
* Provided exceptional customer service in the retail environment

### Landscaper, Local Gardening Services, Ottawa ON 2021

* Worked with customers to develop designer landscaping plans with budgets and agreed time
* Assisted with customer needs and requirements as requested
* Given full authorizing responsibility in the absence of the boss
* Demonstrated extensive knowledge in retail management, including maintenance, security, purchasing, merchandising, administration, bookkeeping, warehousing, and distribution

### Legal Assistant, Law firms, Mexico 2012-2016

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* Developed spreadsheets and managed accounts payables receivables to maintain control of the contracts and properties of the Institution
* Oversaw the day-to-day activities of the department, ensuring work priorities were balanced and expedited to meet critical deadlines
* Drafted and edited routine correspondence, file memos and other data and standardized department filing system to enable clerical staff to locate information easily
* Provided exceptional customer service and ensured customer needs were met during office visits
* Worked collaboratively and cooperatively with multiple business units
* Problem solver with the ability to quickly process new information

**Store Manager, Bionic Sports Nutrition,** Mexico2010-2011

* Ability to memorize an entire line of company products, including prices and increased sales by 30 percent
* The main product included supplements servicing a varied clientele
* Operationally responsible for the entire franchise store, covering over 1200 Square feet of retail space
* Set up merchandise displays in a manner to achieve commercial standards
* Ensured appropriate signage and timely replenishments of stock
* Prepared for major events, promotions and daily needs

*Highlights of accomplishments:*

* Increased business sales by 30% by attracting new customers.
* Responsible for comprehensive weekly and monthly reconciliation and balancing cash/credit transitions.
* Led staff in major year-end inventory, assuring quality monitoring and recording overall corporate stock.
* Assumed responsibility for hiring and training new staff members, as well as the daily supervision of up to 5 customer service representatives.
* Created advertising promotion on its website

##### WORK EXPERIENCE

* Assistant Team Manager, Dollarama, Ottawa ON 2022
* Landscaper, Local Gardening Services, Ottawa ON 2021
* Legal Assistant, Law firms, Mexico 2012-2016
* Store Manager, Bionic Sports Nutrition, Mexico 2010-2011
* Sales Associate, Bershka, Mexico 2008-2009
* Store Manager, Euro Choice Coffee Franchise, Mexico 2007

##### EDUCATION

* Bacherlor’s Law Degree, Enrique Diaz de Leon University, Mexico 2013