
PROFESSIONAL SUMMARY

Talented Manager dedicated to hiring top-notch sales associates and supporting smooth, efficient, and phenomenally successful store operations. Organized and effective at encouraging staff cooperation and productivity to meet and exceed objectives. Compassionate leader and analytical person with proven team building and management success. Effective communicator and team-oriented professional with expertise in conflict resolution, recruiting and interviewing and organizational design. Serviced-focused and dedicated to delivering positive customer experiences to promote loyalty and repeat business. Orchestrates best resource use to handle expected operational needs. Sales leader with sound judgment, good planning abilities and interpersonal and cross-cultural communication strengths.

SKILLS

- Customer Service
- Sales and Marketing
- Strategic Planning
- Team Leadership
- Staff Management
- Training and Development
- Recruitment and Onboarding

WORK HISTORY

Translator, 01/2020 to 03/2023

Tiempo de Cambio — Buenos Aires, Argentina

- Review final works to spot and correct errors in punctuation, grammar, and translation.
- Translated documents from Spanish to English.
- Applied cultural understanding to discern specific meanings beyond literal written words.

Music Producer, 04/2013 to 06/2020.

The Bees and Bones — Los Angeles, California

- Produced project's first studio album in 2014 released by Beehive Factory and performed locally for over 5 years in Los Angeles, California.
- Coordinated and organized live performances arranging concert dates, venues, and accommodation for touring bands.

Retail Sales Supervisor, 10/2016 to 12/2018

Dr. Martens – Studio City, California

- Completed store opening and closing procedures.
- Exceeded sales targets by 10% consistently for each shift by positively engaging customers and delivering elevated levels of service.
- Trained team members in successful strategies to meet operational and sales targets.

Union Representative, 01/2016 to 09/2016

SEIU-Local 721 – Los Angeles, California

- Supplied information on labor and employment laws to help employers make more effective decisions.
- Offered translation support for interviews and employment-related processes concerning Spanish speakers.

Commission Sales Associate, 01/2015 to 12/2015

Guitar Center – Sherman Oaks, California

- Grew sales by exceeding monthly targets by 5% and boosted profits, applying initiative-taking management strategies, and enhancing sales training.

Operations Manager, 05/2014 to 12/2015

Wasteland – Santa Monica, California

- Recruited, hired, and trained new employees, aimed at building a high-functioning team focused on stock management, visual merchandising, and general store operations.
- Reduced company expenditures by 7% and met monthly budget targets by closely checking, tracking, and controlling expenses.

Assistant Manager, 01/2012 to 03/2014

Buffalo Exchange – Santa Monica, California

- Developed loyal and highly satisfied customer base through initiative-taking management of team customer service strategies.
- Reviewed sales and gross profit reports to assess company efficiency.
- Developed strategy to increase sales and drive profits by 10%
- Conducted weekly staff meetings to motivate staff members, plan improvements and evaluate progress toward goals.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Mentored team members to enhance professional development and accountability.
- Made hiring recommendations to increase the company's productivity and profitability with quality workers.
- Increased employee performance and job satisfaction to strengthen retention and engagement.
- Strengthened operational efficiency to remain cost-effective while keeping quality service.

EDUCATION

Bachelor of Arts: History, 06/2006

California State University Los Angeles - Los Angeles, California

Associate of Arts: Political Science, 06/2004

Santa Monica College - Santa Monica, California

VOLUNTEER WORK

Gallery 115 Galerie - Art Gallery, 06/2021 - Present

100 Laurier Ave E, Rm 115, Ottawa, ON.

- Aiding artists' installations and helping curators with programing and marketing.
- Opening and closing duties during exhibitions.

REFERENCES

Jay Conway, Professor. Los Angeles, California.

Email: jay.t.conway@gmail.com

David Bond, Manager. Los Angeles, California.

Email: davidaustinbond@gmail.com

Martin Golland, Professor. Ottawa, Ontario.

Email: martingolland@gmail.com