## Objective

To obtain a position that will allow me the opportunity to interface with professionals from whom I can learn and further develop my skills.

## Skills Summary

## Self motivated, reliable individual with attention to detail. Comfortable working on individual and group tasks. Proficient in Microsoft Word and Excel. Excellent communication skills and customer service skills.

## Education

* **Universty of Central florida – Orlando, fl**
  + Bachelor of Science, Business Management - 8/2011 – Present
* **Seminole Community College – AltAmonte springs, fl**
  + Associate of Arts, Business Administration - 08/2008 – 5/2011

## Experience

Jam Pro Cleaning – Orlando, FL

Account Manager - 05/2007 to 08/2008

* Managed day to day activities to ensure timely completion of service orders
* Maintained inventory of supplies and tools necessary for daily operations
* Adhered to proper safety and security procedures during opening and closing of office facilities
* Served as a direct contact to clients
* Managed and followed through with billing process, including preparing invoices and bill collecting
* Provided customer service support to customers
* Created marketing activities to increase client base
* Assisted company president with administrative duties

Babies R Us - Altamonte Springs, FL

**Store Manager - 4/2012 to 12/2016**

* Hitting targets and implementing strategies to improve performance and sales
* Providing customer service including handling queries and complaints
* Recruiting and training new staff
* Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues
* Conducting ongoing inventory
* Maintaining operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures
* Responsible for opening and closing procedures.
* Counting money before open of business & closing registers at the end of shift
* Managing stocking procedures

Orchard Supply Hardware - Orlando, FL

**Store Manager - 12/2016 to Present**

* Implementing strategies to improve sales
* Providing customer service including handling queries and complaints
* Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues
* Conducting ongoing inventory
* Maintaining operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures
* Counting money before open of business & closing registers at the end of shift
* Managing stocking procedures

## Awards and Achievements

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| --- | --- | --- |
| * Outstanding Achievement Award for Math and Social Studies, Mary McCloud Bethune Junior High School * 1999 Offensive Player of the year for Kingsbay Football Team | * 2000 Defensive player of the year for Kingsbay Football Team * 2001 Captain of the year for Kingsbay Football Team | * 2003 Offensive Back of the year for Kingsbay Football Team |