

# Jennifer Vail

Northglenn, CO

j.v.8@icloud.com - Cell(720)879-3272

## WORK EXPERIENCE

### **Stock Associate**

Forever 21 - Broomfield, CO - June 2014 to Present

Received and processed new merchandise.

Assist in floor moves and merchandising floor to company standards.

Assist in maintaining the store in a presentable condition, and supporting management/ sales team at all times

### **Feeder Disbatch Associate**

UPS - Commerce City, CO - February 2014 to June 2014

General office duties, i.e. answering telephone, data entry, filing, etc.

Preparation of reports using Microsoft Excel.

Preparing and maintaining departmental schedules.

All other tasks as assigned by supervisor and or manager.

### **Marketing Representative**

BGV Marketing Services - Centennial, CO - September 2013 to March 2014

Set up and tear down of events.

Collect demographic information for lead generation.

Liaison with event to answer any and all questions.

Assist with other duties as assigned.

### **Task Team Outfitter**

Cabela's - Thornton, CO - November 2013 to January 2014

Stock activity for footwear from back room to sales floor.

Perform recovery tasks across all departments.

Conduct general replenishment of Camouflage, Casual and Footwear departments.

Support Visual Merchandising for assigned areas as directed.

Assist with merchandise purges when assigned.

Assist customers in finding merchandise and making buying decisions when working on the sales floor during store hours.

Perform other duties as assigned by management.

### **Asset Protection Specialist**

Best Buy - Northglenn, CO - November 2012 to November 2013

Promoted from Lifestyle Associate to Asset Protection Specialist within 2 months of employment.

Coached store employees on standards, policies and best practices related to safety and crisis events and monitored compliance with safety behaviors.

Assisted in resolving any hazards, compliance issues and investigated any employee or customer accidents.

Monitored the store for security risks and alarm functionality.

Conducted asset protection training and ensured employee safety trainings are current.

### **Retail Media Merchandiser**

Anderson Merchandisers - Northglenn, CO - January 2012 to August 2012

Ensured proper inventory management through use of the Sales and Inventory Report.

Ensured proper category balancing in all stores.

Provided store General Managers with the following: competitive shopping information, monthly sales information and monthly promotional letter.

Established and maintained a positive working relationship with all Anderson Merchandisers associates.

Responded immediately to all account concerns.

Ensured reporting integrity through accurate and timely survey responses.

Communicated essential components of training materials directly to store employees.

Maintained account aesthetics.

Completed all projects and product placement.

Responded immediately to all store concerns.

### **Sales and Service**

Alliance Data - Westminster, CO - October 2011 to May 2012

Answered inbound calls for busy call center.

Liaison between customer and management for all questions, comments and concerns.

Upheld all standards - both office and legal - for every incoming call.

Maintained professionalism throughout employment.

Suggested different ways for each client to improve their individual situations.

### **Assistant Manager**

Soccer Stop - Westminster, CO - April 2011 to September 2011

Handled all cash, deposits, refunds, and credit card transactions.

Managed all shipping and receiving of all merchandise.

Managed and oversaw 6 employees.

Followed and upheld all store policies.

Suggestively sold to all incoming customers.

Maintained store cleanliness.

Organized both front of back of the store.

### **Assistant Manager**

Rue 21 - Northglenn, CO - September 2008 to April 2010

Handled screening, recruitment and training of prospective employees.

Manager on duty while store manager was away.

Handled payroll, returns, and voids, till counts and cashiering.

Handled inventory prep and counting.

Ensured excellence in customer service and resolved all problems at the store level.

Responsible for visuals which included cleaning and signage.

Handled shipment and pushing merchandise to the floor.

Responsible for shift breaks.

Greeted customers.

Responsible for answering phone and handing out coupons.

### **Assistant Manager/Key Holder**

Steve and Barry's - Westminster, CO - October 2007 to September 2008

Trained and supervised full and part time personal.

Responsible for seven or more personal.

Responsible for signing for shipment and receiving trucks.

Greeted customers.  
Responsible for signage changes as well as floor sets.  
Responsible for trouble shooting computer/ printer problems.  
Handled sales tracking and reporting.  
Customer service.  
Responsible for hanger management.  
Handled payroll, returns, voids, till counts, safe counts and cashiering.  
Manager on duty while store manager was away.

## EDUCATION

### **Diploma**

Thornton High School - Thornton, CO

June 2005

## SKILLS

Inventory Management, Computer Skills, Excellent Customer Service Skills, Strong Work Ethic, Great Communication Skills, Motivated and a Quick Learner.

## ADDITIONAL INFORMATION

Ability to manage personnel.  
Ability to prioritize and remain focused on the task at hand.  
Can work well independently or with a team.  
Excellent with customer service and problem resolution.  
Ability to work in a fast pace and dynamic environment.  
Always Punctual.