

MICHAEL ANGEL RAMIREZ

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SUMMARY

Experienced Manager adept at problem solving, customer service, and retail operations. Hardworking, quality staff-determined Overnight Manager with strong interpersonal skills and extensive retail and sales experience.

HIGHLIGHTS

- 6+ years of warehouse and store operations
- Store opening and closing procedures
- MS Office proficient
- Accurate cash handling
- Retail inventory management
- Outstanding communication skills
- Exceptional leader
- Conflict resolution skills
- Team-oriented
- Flexible schedule
- Reliable
- Recruiting and interviewing
- Bilingual (English/Spanish)

ACCOMPLISHMENTS:

Responsible for a crew of 8-10 associates at any given time
Responsible for store security, all operations, and welfare of employees
Improved employee retention rate by adaptation of team-oriented procedures.
Helped reduce shrink by implementing and adapting new ideas.
Increased diversity and allowed for a more gender equality-type setting.
Decreased work related accidents through use of more frequent safety meetings

EXPERIENCE

06/2010 to 06/2014

Overnight Manager
Sam's Club - Denver, CO

02/2008 to
06/2010

Home Depot
Front End Supervisor

EDUCATION

2008-2012

Bachelor's Degree in Criminal Justice
University of Colorado at Denver - Denver, CO, United States
Graduation Date of Summer 2012.

Current GPA 3.6. Plan to
continue education in Criminal Justice Masters Program

2008

High School Diploma
North High School - Denver, CO, United States