

Allison Germann

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OFFERING

Outgoing personality excited for a sales role with a successful company offering future growth opportunities. Strong customer service background with retail management experience.

- Leadership
- Merchandise Planning
- Mentor Teammates
- Ensure customer loyalty
- Managed cross training
- Direct customer contact

EXPERIENCE

TurnKey Vacation Rentals, Reservations Team Lead **Austin, TX** **Nov 2014 - April 2015**

Provide 24 hour customer support for past, present, and future vacation rental guests for Austin based Start-Up. Wearing many "hats" while efficiently tackling tasks with varying priority levels.

- Trouble-shoot difficult situations with guests over the phone. See the problem through to resolution.
- Weekend supervisor team lead to assist and train new hires with inquiries, reservations, and escalated guest scenarios.

Trader Joe's, Merchant - Crew Member **Austin, TX** **May 2010 - Nov 2014**

Supervised all aspects of the day-to-day grocery business as a member of the management team. Monitored, altered, and wrote all orders to effectively manage the stock levels of perishable and non-perishable inventory.

- Rotated through 6 stores and managed each department of the operation. Mentor for 6 to 10 employees under my charge and performed employee evaluations.
- Calculate optimum manpower requirements and create work schedules throughout holiday seasonal variations and ensure proper resource allocation and utilization.
- Deliver customer WOW factor and product presentation.
- Planned, organized, and facilitated the demo tastings for customers.

MICROS Systems, Inc. Implementation Specialist **Columbia, MD** **Aug 2008 - April 2010**

Travelled extensively to customer hotel sites across North America. Trained all departments throughout the hotel and across all shifts. Provided sales project management for new hotel software system.

- Exercised time management to ensure completion of all tasks prior to conversion and departure.
- Provided 24-hour on-site support during LIVE conversion.
- Trouble shot problems and resolved issues through customer acceptance and sign off.

MedStar Health, Supply Chain Analysis **Lutherville, MD** **May 2008 - Aug 2008**

Summer Intern analyzing data in support of strategic supply chain initiative for nine hospitals.

- Data-mined invoices for specific materials and pricing information.

Hilton Garden Inn, Front Desk Agent **White Marsh, MD** **May 2005 - Aug 2007**

Worked for Drescher franchise at Hilton Garden Inn and Hampton Inn on the same campus.

- Checked guests in and out, prepared statements, assigned rooms, and executed any special requests or necessary accommodations ensuring guest satisfaction.
- Also worked as Housekeeping Inspectress, auditing rooms for approved occupancy.

EDUCATION **Whittemore School of Business** **May 2008**

University of New Hampshire

Bachelor of Science in Hospitality Management

KNOWLEDGE Microsoft Office - PowerPoint, Excel and Outlook; MICROS Opera; Escapia; Salesforce