

Katlyn Aponte

Humble, TX 77346

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Seeking a management or administrative position in a fast-paced environment. Able to multi-task effectively, work well under pressure, and possess strong customer service skills

Accomplishments

I became the training manager and submitted a proposal to increase revenue by expanding healthier menu options.

Assistant Manager

Panera Bread - Humble, TX

November 2014 to Present

Assist the management particularly the General Manager in implementing the standard guidelines for the store's daily operation, provide managerial support when it comes to scheduling work shifts, monitoring the staff's daily tasks, performing inventory count of all the store's supplies and evaluating sales on a continual basis while taking counteractive action in order for the company to meet the weekly sales growth target, ensure that the entire store's equipment as well as its facilities is properly maintained based on the company's guidelines in safekeeping and maintaining company owned equipment, assist in hiring and training new crew members to ensure that applicants are qualified to perform their delegated tasks.

Department Manager - Front End

Lowe's Home Improvement - Humble, TX

December 2013 to November 2014

Manage the front end activities by proactively visiting Customer Service, Returns Desk, Front Line Registers, Commercial Registers, Lawn and Garden Registers, Vestibules and parking areas. Provide direction and support to associates. Help ensure Customer Service needs are met at all times. Assist in potential customer assistance while maintaining visibility of the exit for security and loss prevention issues. Greet and acknowledge customers in a friendly, professional manner and provide quick responsive service to maximize the customer's shopping experience. Coach employees in providing great customer service.

Assistant Manger

Coco's Crepes - Houston, TX

November 2012 to December 2013

Oversee and manage all areas of the restaurant and make final decisions on matters of importance to guest service. Manage the daily operations of the restaurant, including the selection, development and performance management of employees. Maintain the inventory, order the food and supplies. Optimize profits and ensure that guests are satisfied with their dining experience.

Customer Service representative

JS Movers - Clearwater, FL

November 2010 to October 2012

Administrative support for moving company. Answering phones, data entry, and appointment setting.