

Brittany Felix

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Objective: Seeking an entry level position to maximize my potential with provided growth opportunity for future advancement.

Candidate Profile:

- Outgoing, positive, energetic, resourceful and trustworthy
- Outstanding organizational skills with proven ability to multitask
- Proven team leader as well as dedicated team member
- Extensive experience in customer service, accounting, human relations and management
- Proficient in most commonly used business computer software (Microsoft Works and Polaris Systems) A fast adapter to new software and systems
- Competent manager of office equipment (machines)

Work Experience:

PETCO Animal Supplies San Antonio, TX October 2012-June 2014

Inventory Operations Analyst

- Manage and control the IM Store Support inbox to ensure timely and accurate resolution to Field inquiries and issues. Including but not only Purchase Order and Transfer re-downloads, Proof of Delivery research, WIMR cases, max level research, customer special orders low max review requests and high max review requests.
- IM liaison for Field inventory needs, responsible for directing store inventory requests to the appropriate business partner(s). Partner with the Corporate Help Desk and IM to improve overall field communications and support. Produce daily/ weekly reporting on all case status
- Collaborate with Support Center IM Team to create and publish IM Newsletter weekly to all stores. Including adding Inventory Operations sections and Training portions of the newsletter.
- Provide Inventory Management training materials and support to store associates and store Inventory and Pricing Department Managers to ensure proper IM processes and best practices are followed.
- Monitor Top / Bottom Store performance and recommend tactics to the IM team to maximize In-stock and sales. Implement this through use of Low Max Reviews, Low Max Exception Review, Calc Method Reviews and Capacity Fills
- Monitor AD performances and recommend tactics to the IM team to maximize ad In-stock, Sales, and Margin performance.
- Conduct seasonal calls to top volume stores to ensure holiday readiness and assist with proper inventory levels throughout the store.
- Review and Submit POLARIS and E-3 Access chart to verify all user access is current and correct.
- Provide reporting and Direct Store communication help during Acquisition Projects.
- Ensure prompt distribution of Emergency Evacuation Kits to store in the event of an evacuation.

PETCO Animal Supplies San Antonio, TX (Aerotek) June2012-October 2012

International Compliance Analyst

- State Labeling and Compliance
- Daily Communication with states and PetCo stores regarding Petco's Private Brand
- Registration of product and labels for each state
- Proficient use of Polaris , running customized reports of both active and killed skus
- Involved in "stop sale" and "notice of violation" regarding private brand products
- Create, manage and customized spreadsheets and reports containing large amounts of data

- Responsible for reporting quarterly tonnage to each of the states and managing licensing requirements
- Created Compliance Manual for Registration, Tonnage and State Labeling

Acclaim Energy Advisors Houston, TX (Contract) March- May 2012

Campaign Coordinator

- Responsible for a multiple calendars of managers
- Handled correspondence with over 180 board meetings with municipal water districts
- Supported sales team by providing data, trends, and account analyses.
- Planned meetings by identifying, assembling and coordinating requirement's
- Established contacts; developing schedules and assignments

Affordable Storage of Kingwood, Kingwood, TX May, 2011 – May 2012

Personal Assistant/Executive Assistant to Owner

- Handled accounts receivable, office organization, supplies, and travel bookings for owner
- Handled phone calls to and from prospective and current renters
- Met prospective customers, "selling" services and finalizing rental agreements
- Inspected property for maintenance needs

Itty Bitty Brella LLC, New Braunfels, TX November, 2009 – May, 2011

Executive Assistant/Personal Assistant to President

- Handled accounts payable and receivable
- Organized conferences and meetings and market venues
- Managed correspondence with clients and vendors via telephone and email
- Made all hotel and travel arrangements and bookings
- Conducted research, producing documents, briefing papers/reports and presentations

Shield of Texas Claim Service, Euless, TX November 2007-November 2009

Administrative Assistant & Billing Manager to Chief Financial Officer/Founder

- Handled leads, assignments and correspondence with adjusters
- Accurately managed accounts billable and accounts receivable
- Provided clerical services for management and staff including data entry for all company reports
- Standardized department filing system
- Handled 12-line company switchboard, directed calls, took messages

Sheraton Gunter Hotel, San Antonio, TX August, 2005 – November, 2007

Executive Assistant to Director of Sales

- Assisted 10-member team of sales managers
- Conducted research, prepared documents/reports, organized presentations
- Organized conferences and meetings; managed correspondence, accounts
- Was promoted to Assistant Manager of hotel restaurant and bar, supervising 21 employees

Education:

- Lone Star College – Kingwood, TX August, 2011
- Tarrant County College – Hurst, TX January, 2009 – January, 2010
- San Antonio College – San Antonio, TX January 2007 – May, 2007
- University of the Nations – Lindale, TX August, 2003 – July, 2004