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Objective: To attain a position to further develop my skills, experience new and challenging opportunities, and focus on my professional and personal development. I am always willing to learn new skills in areas that I am currently not trained.

Career History:

December 2011 – Present: Independent home cleaning, while searching for job opportunities

June 2008 – December 2011: Pilot Travel Centers

February 2009 – December 2011: Shift Leader

Responsible for managing a team of 6, focused on motivating and coaching them to accomplish the tasks required

Detail of responsibilities:

- Continually focused on the needs of customers; customer service was a high priority for the position
- Met with my team daily to review our retail sales goals and ways to meet goals on an individual basis
- Focused on balancing suggestive selling and customer satisfaction, along with motivating my team to accomplish their goals, while enjoying their work; developed my team members to ensure they provided a pleasurable shopping experience for our guests, while selling our merchandise appropriately
- Balanced managerial tasks and support for team; regularly assisted in stocking merchandise, addressed returns and refunds, cleaning and cashier responsibilities
- Addressed performance issues when necessary in a professional manner
- Responsible for close of shift duties, including daily review of corporate sales targets vs. actual results, cash count, and bank deposits
- Familiar with operating systems, including Store Point and Citrix

December 2008 – February 2009: Team Lead

- Focused on store front customer service and team management

June 2008 – November 2008: Cashier

- Cashier responsibilities focused on customer service and point of sale

May 2007 – June 2008: Entry level retail positions

Education: Weatherford High School, May 2007 Graduate

Personal characteristics:

- Assume accountability for objectives and actions
- Appropriate balance of management and hands-on involvement
- Strong management skills
- Recognize own strengths and those areas where additional expertise is required to accomplish goals