

## Alexandra (Xandra) Haghighi

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With more than a decade of experience in retail and customer service, I am an expert in delivering top-end customer experiences, managing multiple high-intensity situations simultaneously, and quickly adapting to new demands and challenges.

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### Skills

- *Logistics and Shipping Management*
- *Scheduling and Task Management*
- *Inventory Specialist*
- *POS Systems, Handling Cash, and Opening/EOD Procedures*
- *Microsoft Office/G-Suite Productivity Software/IOS*
- *Typing - 75-100 wpm*
- *Adobe Photoshop/Lightroom*
- *Certified to sell Life & Health Insurance (for CO only)*

### Work History

MAY 2023 - AUGUST 2023 (SEASONAL)

#### **Kirk's Mountain Adventures ~ Estes Park, CO ~Retail Sales**

- ❖ Full pro-shop, guided fishing trips, guided hikes
- ❖ Full range of customer service, including management of detailed reservation services.
- ❖ Pricing and stocking inventory
- ❖ Working with confidential information (issuing licenses)

JANUARY 2023 - CURRENT

#### **FLOPS FISHING LLC ~ Remote ~ *Second in-command***

- ❖ Fly fishing company i.e. selling fly fishing flies, apparel, custom art and other fishing gear.
- ❖ Commercial fly tyer
- ❖ Networking
- ❖ Maintenance of proper business ethics
- ❖ Development of business relationships

JULY 2018 - MARCH 2020, SEPTEMBER 2021- DECEMBER 2022

#### **The Bud Depot ~ Lyons, CO ~ *Budtender/Grow worker***

- ❖ Retail sales, customer service/support
- ❖ Harvesting, trimming, weighing, and packaging

NOVEMBER 2020-DECEMBER 2021

#### **WHT LBL ~ Boulder, CO ~ *Manufacturing/Packaging***

- ❖ Stickers/Packaging
- ❖ Manufacturing of edible and non-edible products for retail distribution.
- ❖ Inventory tracking

MAY 2016 - SEPTEMBER 2020

**Spur 66 Liquor ~ Estes Park, CO ~ Retail Sales/Inventory**

- ❖ Receiving deliveries
- ❖ Inventory Manager
- ❖ Managing relationships with sales representatives
- ❖ Stocking (on the floor/in the coolers)
- ❖ Customer service/Tour Guide: Tourist destination near RMNP dealing with a high volume of visitors.

JULY 2013 - MAY 2016

**Rocky Mountain Pharmacy/Liquor ~ Estes Park, CO ~ Retail Sales (Business Dissolved)**

- ❖ Receiving beer/wine deliveries and over the counter medications
- ❖ Inventory Assistant
- ❖ Basic pharmacy technician
- ❖ Customer service/answering phones
- ❖ Working with Confidential Information (i.e. H.I.P.P.A.)

**Education**

Colorado Mountain College, Steamboat Springs, CO  
*Associate Degree - Socio-Anthropology + Philosophy ~ 2014*

*Graduated from Estes Park High School ~ 2012*

**Other Experience**

- ❖ Library sciences
- ❖ T.I.P.S certified
- ❖ H.I.P.P.A. certified
- ❖ Licensed to sell Health & Life insurance (2023) - XCEL Solutions Certified

**References:**

**Grace Moreau - Former Manager - (970 ) 232 - 4195**

**Chase Martin - CEO (Flops Fishing LLC) - (823) 757 - 8298**

**Elissa Anderson - Former Manager - (720) 938-4384**

**John Constantine - GM - (401) 226 - 8318**

**Corrin Abourezk - Assistant Manager - (303) 718 - 9936**