

# Carolyn Nowlen

Action Brings Confidence

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## Circle K, Thornton— *Manager In Training*

APRIL 2021-JUNE 2021

I managed in a style that is non-discriminatory related to customer service, hiring, training, scheduling, counseling, motivating and separating employees. Trained CSR on daily and weekly goals to clean, rotate, stock, organize, and maintain a safe and customer oriented environment indoors and out at the pumps. Developed positive and professional relationships with vendors. Including repeat customers. Evaluated and developed specific action plans to address the needs of the store in order to reach the desired objectives. I attractively and strategically displayed merchandise of highest profit, in conjunction with aging inventory for quick sale. Analyzed reports, inventory control, cash control, counted the safe, data entry etc. I functioned in all store positions.

## Discover Goodwill, Thornton— *Supervisor, Key Holder*

JUNE 2020-NOVEMBER 2020

I led approximately 35+ employees across the store. In conjunction with the volunteers and community service personnel. I maximized the free labor hours. I worked side by side with all departments on various shifts. I was concise in delegating team members to tasks, breaks, and lunches. I displayed and showcased merchandise. I remained active on the sales floor. I backed up my cashiers, counted drawers, and reconciled the safe. I took charge of employee and customer issues. I calculated and reported all of our production inventory items.

## Daisy by Heart- *Caregiver*

August 2013-JUNE 2020

My son is 8 years old and the love of my life. Being on the Autism Spectrum with a 2-year delay, he continues to bless and touch my life. Through this labor of love, he has trained me with great skill. As my son requires eyes on supervision. I have learned to think outside of the box. Pay meticulous attention to him at all times. I can make great split second decisions. I'm quick to take action. I am active, diligent, efficient, hardworking, and detail oriented. I was privileged and honored in this blessed role.

## AutoNation, Denver — *Finance Director*

MAY 1997-NOVEMBER 2006

I was recognized throughout AutoNation as a top producer of a voluminous store. A leader in profitability, compliance, guest relations, and employee retention. I constructed my management team of 7 years. Notably, we were the "best of the best" of 500+ stores across the country. This was accomplished through selecting, training, coaching, counseling, managing, and strategically leading through empowerment. This was a master tactic that boldly encouraged competition within my team members. Ultimately driving profitability exceeding projected goals. I had direct inventory responsibility in the form of trade-in vehicles. They provided billable hours

### EDUCATION

**Metropolitan State University of Denver**  
*Business Management*

### AWARDS and CERTIFICATIONS

**Jones Real Estate College, Denver**  
*Certificate of Achievement*

**Colorado Association of Realtors The Realestate School, Denver**  
*Certificate of Completion*

**AutoNation 7 years of service, Denver**  
*Certificate of Achievement*

### SKILLS

Active listening

Transferable skills

Guest relations excellence

Interpersonal skills

Leadership

Problem solving

Verbal & written communication

Conflict management

for our mechanics. We were accountable to secure perfect GM surveys. These were critical in our acquisition of new Corvettes from General Motors. I Executed hundreds of legal and binding auto loan/lease contracts. I sold thousands of auto loans prime to and subprime. I audited dealer reserve statements, took control of all lender funding, and audited chargebacks. I resolved the BBB complaints. I established strong relationships with lenders, vendors, guests, and coworkers alike.