

Dalmarys Canel

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Warehouse Manager

Allen Company- Broomfield, CO

May 2018- Present

As a Warehouse Manager I handle the daily operations of the warehouse , including freight, shipping and receiving, rents and transfers. I maintain a high level of accuracy in the day-to-day operations, I lead and develop the warehouse team.

Other responsibilities include but are not limited to;

Control and manage inventory

Supervise warehouse employees and overseas daily operations

Enforce all complaints rules and regulations

Ensure a high detail and focus on every job.

Ensure that all the shipments get out on time

Facility Supervisor

NRX Logistics – Brighton, CO

February 2017 to May 2018

I'm responsible for managing the daily operations, make sure the drivers are getting the deliveries and installations done. I deal with customers issues, drivers issues too. Other responsibilities like dispatching and preparing the routing and prepare all the closing report.

Operational Supervisor

J.B.Hunt, Aurora, CO

February 2017 – February 2018

I'm responsible for managing the daily operations, which includes maintaining revenue generation, safety equipment maintenance, payroll and billing, and ensuring customer value delivery. Other responsibilities include but are not limited to, dispatching and supervising a group of drivers, maintain performance metric and

participate in customer meetings, monitor and train drivers to promote company safety culture, route or pre-plan delivery of freight to ensure on time deliveries and services, monitor compliance with safety and department of transportation regulations, coordinate with maintenance support personnel to manage service of all account equipment and reduce driver turnover, loading and unloading trucks with a forklift if needed, cross-dock, scanning returns and redeliveries and keep record of the inventory. Dispatch drivers to assigned routes.

#### Store Manager

Rent-A-Center, Denver, CO

October 2016 - February 2017

Set aggressive goals for store performance and customer satisfaction, effectively market the rent-to-own transaction to customers. I tracked the success of your programs by monitoring weekly, monthly and quarterly performance and financial reports, and communicate regularly with your District Manager. Managing coworker schedules, communicating with customers to promote timely payments and other management duties. I trained and recruited all the employees that came to work at the district. Perform weekly inventory control, load and unload trucks, complete monthly P&L reports as well as yearly.

#### Assistant Sales Manager

Rent-A-Center, Denver, CO

February 2015 - September 2016

Responsible for sales, collection of payments, greet and assist customer, type and explained the rental agreement. Keep coworkers informed of the promotions and products. Assisted the store Manager with training and managing all coworkers. Assign coworkers to specific duties and assist with the work schedule assignments, assist in managing the daily operations and make weekly schedules, assist in maintaining accurate record of customers with an activated account, assist as needed in reviewing the past due accounts and communicate in person and via phone with customers to promote timely payments. Complete customers services calls in a timely manner as assigned. Make sales calls. Take payments over the phone. Keep the showroom, backroom clean and organized. Open and close the store, balancing cash register at the end of each day, prepared and complete the bank deposit at the beginning of then work day ,getting a change order from the bank as needed and make marketing call sales. I work at the training store and I help the store manager to train the new employees that come to the company.

#### Temporary Coordinator at the Gift Gallery and Intimate Department

Neiman Marcus, Denver, CO

July 2014 - February 2015

Temporary coordinator to cover the floor or anything that the sale associates need help with the customers and the sales or any other issue. Put the merchandise in the stockroom and at the floor, help the associates to find the merchandise they need for the customers. Keep the stockroom and floor in order, help the associates of the department with sales, with customers and with anything they need. I do transfers, return to vendor (RTV), I put the merchandise out of stock (MOS) when is broken or the date in the food is expired, I do price changes in my department and in the others departments with the team, I make sure the sale associates have the merchandise for the customer. I deal with the sale associated issues and customer issues too. I ring transaction at the register, cover the floor when we are short of sale associate. Perform inventory control weekly, load and unload trucks and tag merchandise as needed.

Merchandiser Intimate and gift gallery department

Neiman Marcus, Denver, CO

February 2012 - June 2013

Put the merchandise in the stockroom and at the floor, help the associated to find the merchandise they need for the customers. Keep the stockroom and floor in order, help the associated and manager of the department with anything they need. I do transfers, return to vendor (RTV), I putted the merchandise out of stock (MOS) when is broken or the date in the food is expired, I do price changes in my department and in the others departments with the team, I trained the new people that come in the team, and make sure they understand and if they need help they can call me and I will go back and explain the complete process of what they don't understand. At the shipping department, I looked for OPT 7 (merchandise that customer buy from another store or online) printed the OPT 7, and putted in order and give it to the other associated in the team so they can looked for the merchandise in the floor, I packed the merchandise, I manifests in the computer system to send the packages out, receive the packages and merchandise that come in the store and checked that is no defect or broken. Assist the manager in the receiving and shipping department in anything she need me to do or delegated the work to the others associated in the team, I supervise the associated of the team too.

Ladies Shoes Department Coordinator

Neiman Marcus, Denver, CO

September 2012 - February 2013

Put the merchandise in the stockroom and at the floor, keep the stockroom and floor in order, help the sale associated with sale, looked for the merchandise they need for the customer, ringed transaction in the register, open or closed the register, update the merchandise in hold for the customer, send out and received the shoes for repair, call the customer to let them know that the shoes are back from the cobbler and ready to be picked up, put the transfers in the system, looked for the merchandise that other store requested for transfer. Supervise the sale associates in the floor when the manager was off and help and assist the department manager at anything she need. And deal with any customer and sale associated situation.

#### Loss Prevention Investigator

Neiman Marcus, Denver, CO

January 2011 - September 2012

Perform surveillance and apprehend shoplifters as well as complete all documentation and reports and if necessary contact local Law Enforcement and appear in court. Investigate internal theft and/or misconduct by associates. Investigate Credit Card Fraud and make the apprehensions, each month do the audit on the differences departments, and Operate CCTV system. Trained and certified as a Loss Prevention Detective with Neiman Marcus. Keep good relations with local management as well as local Law Enforcement Officials, with the mall security, with the other store at the mall and with the Loss Prevention in the Last Call store that is Neiman Marcus cleared store. Worked with the computer and differenced programs to investigate any theft, call to the credit card to verify the customer's information and protect customer information. Verify any fraud address and every credit card information.

#### Cashier and Backroom Processing

Marshall's Department Store, Boulder, CO

December 2009 - October 2010

Perform duties as a cashier, ringing customer's purchases, either by check, cash or credit cards. Conduct all required transactions, such as credits, voids, returns and exchanges. I also process incoming merchandise, take all items out of their packaging, and process it to reach the sales floor. Sort and distribute merchandise on its corresponding department.

#### Loss Prevention Detective

Marshall's Department Stores, Boulder, CO

June 2009 - December 2009

Perform surveillance and apprehend shoplifters as well as complete all documentation and reports and if necessary contact local Law Enforcement and appear in court. Investigate internal theft and/or misconduct by associates. Operate CCTV system. Trained and certified as a Loss Prevention Detective with Marshall's. Keep good relations with local management as well as local Law Enforcement Officials.

Police officer

Puerto Rico Police Department, Carolina, PR

October 1998 - January 2004

I investigated all types of misdemeanor and felony offenses, made arrests according to procedure, dealt with everything from domestic violence, traffic accidents, stolen vehicles and any crime within the Penal Code. Appeared in court numerous times, testified in front of the Judge and maintain law and order around my given jurisdiction.

## **Education**

Interamerican University

Bachelor of Business Administration (BBA), Human Resources Management/Personnel Administration, General

2013 - Present

American Detective Academy

Certification, Private Detective

2006 - 2006

Activities and Societies: I completed the course in civil and criminal investigation {Private Detective} prescribe by the institution and passed all the examination required.

American Detective Academy

Certification, Security Guard

2005 - 2005

Activities and Societies: I satisfactory completed the course in Security guard prescribed by the institution and have passed all examinations

University College of Criminal Justice of Puerto Rico

Associate degree in Criminal Justice, English, History, Biology, Math.

October 1998 - September 1999

Activities and Societies: As part of my training towards becoming a Police Officer, I took classes in Penal Code, transit, rifle, shotgun and pistol marksmanship, self-defense, tactical movement in a building, and every class leading to my degree, such as English, history, biology, math and any elective class.

### **Languages**

English - Full professional proficiency

Spanish - Native or bilingual proficiency

### **Skills, knowledge and abilities**

Computer skills- Microsoft, Excel, PowerPoint