

Mon 2/17 10:30 - Interview.

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Hlee Vang
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**Profile
Summary
and Skills**

- Experienced professional with a successful career in customer service, retail management, and administration.
- Excel at interfacing with others at all levels to ensure organizational goals are attained.
- Possess excellent interpersonal, analytical, and organizational skills.
- Excel within highly competitive environments where leadership skills are the keys to success.
- An effective leader with the skills necessary to direct, train, and motivate staff to its fullest potential.
- Highly promotable with many skills to offer.
- Bilingual in Hmong and English.
- Typing: 52wpm
- Alphanumeric: 7796ksph
- 10 Key: 5874ksph
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, and Outlook)

Employment

DOTS, West Saint Paul, MN
Assistant Manager Grade 1

09/12 – 11/13

- Responsibilities included managing store operation, which included but not limited to cash flow, employees, training, payroll and scheduling.
- Ensure that store opens and close at appropriate times.
- Cross-sell products to clientele and customers.
- Data entry of all employee hours worked.
- Assisted manager with hiring decisions and disciplinary actions.
- Maintain and keep records of all employee confidential information organized.

Francesca's Collections, Roseville, MN
Key Holder

11/11 - 09/12

- Directed daily operations for a retail store, which involved supervision of employees and cash flow.
- Supervised a staff of 4 customer service associates.
- Responsible for opening and closing of store.
- Balanced cashier drawers at before and after each employee's shift.
- Document all daily transaction to ensure passing of audits.

Forever 21, Roseville, MN
Sales Associates

02/11 - 07/11

- Delivered great customer service.
- Handled credit card and cash purchases.
- Responsible for maintaining clean working environment.
- Stock and replenish goods.
- Balanced cash drawer before and end of shift.

Education

High School Diploma
Currently pursuing **Associates Degree**

Johnson High School
Century College