

Ivette Guzman
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Confident professional with many years of experience and strong passion for working with people

SUMMARY OF QUALIFICATION AND SKILLS

- 20 years of experience in Manufacturing Setting
- 10 years of experience in retail sales
- Sales Team Building & Partnership
- Market Planning & Positioning
- Ability to adapt quickly to changing priorities
- Effective time management skills
- Motivated self-starter
- New Product Launch
- Microsoft Excel and Microsoft Word
- Bilingual (English and Spanish)

RELEVANT EXPERIENCE

EXPERIENCE AS A MANAGERIAL SUPERVISOR

- Responsible for the day-to-day operations; specifically: recruiting, hiring, training and development, performance management, quality control and inspection, workplace scheduling and workforce supervision.
- Store business operations, including managing profit and loss, facility management, and daily bank deposits.
- Product management, including ordering, receiving, price changes, and returns.
- Facilitating staff learning and development
- Problem solving, handling unusual circumstances
- Business plan Development with upper management
- Trained all employees:
 - *knowledge of product lines
 - *Daily Sales Reconciliation (DSR)
 - *Online order processing
 - *Company Policies
- Opened store
- Placed orders to restock merchandise and handled receiving of products.
- Managed payroll, scheduling, reports, email, inventory, and maintained clientele book and records.
- Verified previous days sales figures.
- Followed up on any problems of previous day.
- Reconciled any business discrepancies.
- Responsible for store operations.
- Processed online orders.
- Authorized employee purchase program.
- Performed office functions.
- Assisted in covering showroom floor.
- Assisted in customer relations follow ups.
- In charge of advertising.
- In charge of finances.
- Loss prevention.
- Custom made suits quality control supervisor responsible to ensure garments were built to specifications and company standards.

EXPERIENCE AS A CLERK

- Assisted manager and administrators
- Provided clerical and technical support in hiring, benefits, recruiting, and compensation
- Gathered information on employees' training, skills, wages, promotions, and work history
- Prepared employee reports for the manager
- Recorded all employee information on word processor

EXPERIENCE IN A MANUFACTURING SETTING AT GILLETTE COMPANY, ANDOVER, MA

- Various assembly line team member, duties vary: packaging, injection molding, assembly, etc.
- Product Quality Control Inspector looking for product nonconformance via visual inspection.
- Shipping and receiving clerk.

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- Distribution Handlers: Pick up and barcode products from the assembly lines and get them ready for distribution.
- Mailroom supervisor: responsible for day-to-day operations associated with receiving and distributing all the mails in the facility, workplace scheduling and workforce supervision and training.

WORK HISTORY

September 2013 to Present – Jos A Bank Clothiers, Assistant Manager and Store Supervisor
June 2009 to February 2013 - Fabulous Boutique, Owner
January 2007 to February 2013 RM Technologies, Assistant Clerk
January 2008 to June 2009 - IRS Andover Branch, IRS Clerk
March 2005 to December 2006 Pehuenche, President/ General Manager
January 1985 to March 2005 Gillette, Work Order Processor

EDUCATION

Catherine Hinds Institute of Esthetics; Woburn, MA
North Essex Community College
Interase course for leadership and management
Hazmat and OSHA certification