

# Jennifer Duffner

## **Experienced and Motivated Manager and Team Builder**

Cheyenne, WY 82007

[jenniferduffner@yahoo.com](mailto:jenniferduffner@yahoo.com)

+1 307 331 4136

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Express Shift Manager**

Army and Air Force Exchange Services AAFES - Cheyenne, WY

October 2022 to Present

1. Customer service to our armed forces
2. Class Six (Liquor) operations, compliance, ordering, receiving, stocking
3. Cash management
4. Auditing
5. Inventory control
6. Serve safe manager certified
7. Fuel Station operations
8. Tobacco sales

### **Corporate Merchandiser**

Pilot Flying J - Cheyenne, WY

November 2021 to May 2022

Customer service, marketing, merchandising . Worked with vendors, inventory, ordering. Pricing, rtv, pog changes, full store resets. Keeping store compliant and full. Travelled in 3 states with 7 stores

### **Department Manager**

Bed Bath & Beyond - Cheyenne, WY

August 2020 to August 2021

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

### **Store Manager**

Claire's - Cheyenne, WY

November 2017 to July 2020

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

### **General Manager**

The Suite Bistro & Martini Bar - Cheyenne, WY  
October 2016 to October 2017

Owner decided to close after liquor license expired.

### **Grocery Manager/Buyer**

Natural Grocers By Vitamin Cottage - Dillon, CO  
2012 to 2015

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

### **Server Trainer**

Village Inn - Silverthorne, CO  
2009 to 2012

### **Assistant Manager**

Arbys Restaurant - Silverthorne, CO  
2006 to 2009

### **Operations Manager**

Sams Club - Thornton, CO  
2004 to 2006

### **Marketing Manager**

Sams Club - Thornton, CO  
2001 to 2004

## Education

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### **High school diploma in FFA, Women in Leadership, Laramie County Community College Associates of Applied Sciences First Year**

Triumph High School - Cheyenne, WY

August 1999 to June 2003

## Skills

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- Restaurant Management
- Retail Management
- Assistant Manager Experience
- Payroll
- Profit & Loss
- Recruiting
- Management
- Labor Cost Analysis
- Operations Management
- Purchasing
- Forecasting
- Sales Management
- Kitchen Management Experience
- Catering
- Food Safety
- Pricing
- Strategic Planning
- Store Management Experience
- Merchandising
- Budgeting
- Culinary Experience
- Office Management
- POS
- Financial Report Writing
- SAP
- Retail Sales
- Business Development
- Negotiation
- Human Resources
- Training & development (10+ years)
- Upselling
- Customer service

- Logistics
- Food production
- Hospitality management
- Marketing
- Hospitality
- Microsoft Office
- Leadership
- Communication skills
- Shipping & receiving
- Supervising experience

## Assessments

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### **Restaurant manager — Proficient**

August 2022

Managing restaurant staff and meeting customer expectations

Full results: [Proficient](#)

### **Caregiver fit — Proficient**

July 2022

Measures the traits that are important for successful caregivers

Full results: [Proficient](#)

### **Sales skills — Proficient**

May 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

August 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Home health aide skills — Proficient**

July 2022

Providing care to patients in a home setting

Full results: [Proficient](#)

### **Delivery driver — Proficient**

May 2022

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Proficient**

July 2022

Motivating others to achieve objectives and identifying improvements or corrective actions  
Full results: [Proficient](#)

### **General manager (hospitality) — Proficient**

July 2022

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Proficient](#)

### **Retail customer service — Proficient**

August 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

### **Management & leadership skills: Planning & execution — Proficient**

August 2022

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

### **Marketing — Proficient**

May 2022

Understanding a target audience and how to best communicate with them

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

May 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.