

Noah Segura

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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Operations Management
- Customer Satisfaction
- Performance Improvements
- Stock management
- Quality controls
- POS systems operations
- Loss Prevention

EXPERIENCE

Floor Supervisor, McDonald's, October 2023-Current
Littleton, Colorado

- Ensured compliance with safety regulations and company policies.
- Supervised and evaluated staff performance, providing feedback and guidance as needed.
- Scheduled staff shifts and assigned duties to ensure efficient workflow.
- Monitored inventory levels and placed orders for additional stock as required.
- Resolved customer complaints in a timely and professional manner.
- Provided excellent customer service by responding promptly to inquiries from customers or team members.
- Maintained a clean, organized, and safe work environment at all times.
- Assisted with the hiring process by screening resumes, conducting interviews, and making recommendations for hire.
- Performed daily opening and closing procedures according to established guidelines.
- Managed cash register operations including deposits, withdrawals, transfers.
- Tracked sales data on a weekly basis to identify trends or patterns in customer behavior.
- Implemented strategies aimed at increasing sales volume while minimizing costs.
- Delegated tasks appropriate to individual employees to provide development opportunities.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Managed inventory and stock levels in coordination with purchasing and receiving department.
- Organized and updated schedules to optimize coverage for expected customer demands.
- Connected with customers to provide assistance and collect feedback to optimize operations.

Digital Operator, Fidelis logistics , November 2022-February 2024

Aurora, Colorado

- Developed and implemented digital strategies to increase user engagement with online content.
- Managed the daily operations of the company's digital platforms, including website, mobile app, and social media channels.
- Conducted regular performance reviews of digital tools and platforms to ensure optimal performance.
- Maintained a safe work environment by following company safety policies and procedures.
- Inspected finished products for defects prior to delivery or shipping.
- Packaged completed orders according to customer requirements.
- Activation and installation of trackers to control the location of merchandise from the plant

EDUCATION AND TRAINING

Some College (No Degree)

UASD