

# Valerie Lettig

Denver, CO 80218

[valerielettig2\\_itr@indeedemail.com](mailto:valerielettig2_itr@indeedemail.com)

+1 303 667 3598

Dedicated customer service manager with 20+ years of experience in call center, “big box” retail and food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations. Respected builder and leader of customer-focused teams; instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies. Hardworking Reset

Merchandiser proficient in completing partial and full store resets overnight, following special promotions or during high-volume sales periods. Focused on working quickly to minimize store disruption.

Efficient merchandising professional well-versed in building fixtures, modifying displays and updating pricing to accomplish resets in a timely and organized fashion. Good communication and problem-solving skills with a hardworking mentality and flexible schedule to meet any company need.

Background includes completing resets for grocery and retail businesses. Adept at using scanners, equipment and tools to track, move and shelve merchandise quickly. Strong understanding of business operations, customer service and sales practices. Effective at working in fast-paced grocery environments to restock and arrange merchandise in an appealing way. Upbeat and friendly team player with a good attitude and willingness to take on any task. Industrious inventory management and planning professional offering 20-year retail background.

Knowledgeable about merchandise layouts, sales promotions and customer service. Meticulous attention to detail with creative but disciplined approach to displays. Hardworking Grocery Stocker with proven customer service and merchandising abilities. Adept at labeling and arranging products.

Offering 4 years experience to a challenging new position. Skilled in unloading trucks, moving merchandise and stocking shelves. Enthusiastic, positive and dedicated professional proficient in correct procedures for stocking and rotating grocery merchandise. Physically fit and active.

Determined professional with dedication to hard work and team player attitude. Offers strong inventory management and product packaging abilities. Punctual and focused with physical strength to accommodate lifts up to 50 pounds.

## Work Experience

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### **Retail Reset Merchandiser**

Survey.com. - Denver, CO

August 2021 to Present

- Reset specific store departments or entire stores and fully set up new stores according to planograms.
- Changed shelves, racks and displays to meet new schematic designs.
- Moved merchandise from back storage to front end to maximize productivity.
- Built fixtures according to plan to effectively display new store merchandise.
- Traveled to assigned location using personal vehicle, showed up time and worked efficiently to complete jobs.
- Blocked and faced products on displays and shelves in accordance with company policy.

- Pulled merchandise from inventory storage and documented quantities to maintain accuracy.
- Kept aisles clear and clean while restocking to prevent accidents and enable others to easily pass by.
- Provided in-depth analysis of large data sets and historical trends to develop predictive pricing strategies.
- Planned and scheduled projects and directly performed installations.
- Labeled products, rotated stock and fronted merchandise for appealing display.
- Reviewed printed tickets or digital orders to get item numbers and merchandise locations.
- Stocked designated items on shelves, end caps and displays.
- Managed timely and effective replacement of damaged or missing products.
- Marked stock with identification tags and labels to outline information such as storage locations.
- Disposed of damaged or defective items or coordinated returns to vendors for covered items.
- Verified incoming products and checked delivery totals to keep system records current and accurate.
- Stocked shelves to match planogram images and instructions.
- Moved cardboard, plastic ties and other debris from unboxing to trash.
- Maintained tidy and clean work areas to promote optimal productivity and safety standards.
- Kept work areas neat, clean and free from debris.
- Transported merchandise to sales floor and replenished out-of-stock and low-stock items.

### **Grocery Reset Merchandiser**

SASResources. - Denver, CO

July 2018 to September 2021

- Advanced sales cycle plans by maximizing placement of promotions, point of sale materials and product visibility.
- Ran markdown reports, managed store replenishment and analyzed buying reports.
- Planned and coordinated product availability for advertising and promotion purposes.
- Set and recommended mark-up rates, mark-down rates and selling prices for merchandise.
- Updated pricing and signage to complete product displays and educate customers.
- Established vendor performance metrics to evaluate service.
- Drove client retention, managing engaging merchandise presentation to motivate impulse purchases.
- Verified products appeared at correct locations in proper quantities.
- Developed partnerships with internal groups such as packaging, visual and e-commerce.
- Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products.
- Educated employees on new merchandise during seasonal workshops.
- Assembled quarter and full-size point of purchase promotional displays.
- Prepared interesting and innovative visual displays to grab customer interest and promote sales.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Answered customer questions regarding store merchandise, department information and pricing.
- Inspected merchandise for quality and arranged proper display location on floor.
- Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products
- Set and recommended mark-up rates, mark-down rates and selling prices for merchandise

### **Retail Merchandiser / Magazine Vendor**

Select A Service / SAS. - Denver, CO

October 2020 to August 2021

- Advanced sales cycle plans by maximizing placement of promotions, point of sale materials and product visibility.

- Planned and coordinated product availability for advertising and promotion purposes.
- Ran markdown reports, managed store replenishment and analyzed buying reports.
- Completed seasonal windows, dressed mannequins and arranged in-store displays to showcase available products.
- Tracked and recapped key item performance.
- Drove client retention, managing engaging merchandise presentation to motivate impulse purchases.
- Developed partnerships with internal groups such as packaging, visual and e-commerce.
- Prepared interesting and innovative visual displays to grab customer interest and promote sales.
- Set and recommended mark-up rates, mark-down rates and selling prices for merchandise.
- Educated employees on new merchandise during seasonal workshops.
- Verified products appeared at correct locations in proper quantities.
- Assembled quarter and full-size point of purchase promotional displays.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Anticipated consumer buying patterns to create purchase and inventory plan.
- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Established strong vendor relationships to maintain and support business.
- Worked with managers and advertising directors to optimize promotions.
- Designed displays to deliver interactive, engaging and memorable store experiences for shoppers.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Folded and arranged merchandise in attractive displays to drive sales.
- Arranged consistent shelves, bins and racks at multiple locations by following established planograms.
- Inspected merchandise for quality and arranged proper display location on floor.
- Updated pricing and signage to complete product displays and educate customers.
- Answered customer questions regarding store merchandise, department information and pricing.

## **New Accounts Representative**

Alliance Data - Westminster, CO

September 2011 to September 2018

- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Resolved concerns with products or services to help with retention and drive sales.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Reduced spending by negotiating beneficial deals to secure ideal rates.
- Assisted call-in customers with questions and orders.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Created customer profiles by answering questions and providing tailored experiences based on interests and agendas.
- Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
- Responded to customer needs through competent customer service and prompt problem-solving.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.

- Wrote and proofed orders to reflect proper pricing and discounts.
- Coordinated timely responses to online customer communication and researched complex issues.
- Described product highlights and benefits to help guide purchasing decisions.
- Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
- Logged call information and solutions provided into internal database.
- Achieved long-term business objectives by analyzing customer feedback for process improvements.
- Coordinated logistics and verified equipment shipment pricing and availability.
- Increased client retention by managing supplier deliveries around client needs.

## **Authorizations**

Alliance Data. - Westminster, CO

September 2011 to September 2018

- Inbound call center for World Financial National Network Bank who finances credit cards for PLCC (Private Label Credit Cards).
- Reviewed authorizations from payer to determine approved or denied items.
- Submitted for prior authorization with required documentation to appropriate funding source.
- Maintained consistent follow-up on status of prior authorization requests.
- Reviewed documentation for accuracy and assessment of necessity.
- Calculated estimated copay based on current insurance benefits.
- Edited letters and written material for correspondence.
- Presented clear and concise explanations of governing rules and regulations.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Oversaw daily operations to ensure high levels of productivity.
- Developed and maintained courteous and effective working relationships
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Exceeded goals through effective task prioritization and great work ethic
- Used critical thinking to break down problems, evaluate solutions and make decisions

## **Customer Care Agent**

Alliance Data. - Westminster, CO

July 2011 to September 2018

- Assisted customers directly, with existing credit accounts.
- Handled customer service, bill payments, billing statements (reissuing and issues), issued new/replacement credit cards, helped customers/card holders understand statements, charges and billing including billing cycles.
- Helped customer/card holders register online to see statements and make payments.
- New Accounts: Assisted store associates in assisting new applicants apply for credit with WFNNB.
- Handled new application calls for new applicants in store which required taking and entering information needed to run credit reports for new customers/card holders.
- Authorizations: Assisted store and catalog associated with authorization of sales in store, online or when called in.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Resolved concerns with products or services to help with retention and drive sales.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.

- Responded to customer needs through competent customer service and prompt problem-solving.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Created customer profiles by answering questions and providing tailored experiences based on interests and agendas.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances

## **Restaurant General Manager**

Pizza Hut / NPC International. - Denver, CO

August 2002 to August 2011

- Advanced to increasingly responsible positions, culminating in management role with oversight for a carry out and delivery restaurant.
- Directed 18-25 employees and managed P&L, sales, inventory, merchandising and cost controls.
- Maintained high standards in sanitation and safety and complied with regulatory guidelines.
- Selected Contributions:.
- Met or exceeded all sales targets despite increased competition.
- Introduced training programs that enhanced employee performance and helped build a motivated workforce.
- Responsible for opening and closing of store.
- Handled cash transactions customers.
- Prepared daily deposits.
- Prepared weekly schedules.
- Responsible for hiring and training of new team members.
- Responsible for attending weekly 1 on 1's with immediate supervisor.
- Orchestrated positive customer experiences by overseeing every area of restaurant operations.
- Prepared restaurant business plan by reviewing demands, analyzing competitors and developing projections for sales and finances.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Purchased adequate quantities of food, beverages, equipment and supplies.
- Identified problems, conducted troubleshooting and sought repair or maintenance support to keep restaurant equipment operational.
- Maintained facility and grounds to present positive image.
- Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations.
- Limited portion sizes and used garnishes to control food costs.
- Oversaw balancing of cash registers, reconciled transactions and deposited establishment's earnings to bank.
- Set clear expectations and created positive working environment for employees.
- Verified accurate records and sufficient supplies by conducting shelf life inventories of food, beverages, glassware and other materials.
- Reviewed pricing and ordered food ingredients, kitchen appliances and supplies.
- Protected business, team members and customers by monitoring alcohol consumption and keeping operation in line with legal service requirements.
- Built and leveraged community relationships to drive business and maximize catering programs.
- Interacted positively with customers while promoting hotel facilities and services.

- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Led and directed team members on effective methods, operations and procedures.
- Actively participated in ongoing customer service programs to build sales and rapport in community.
- Correctly calculated inventory and ordered appropriate supplies.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Maintained safe working and guest environment to reduce risk of injury and accidents.
- Created fun team building activities to engage staff in up-selling to meet revenue targets.

## Education

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### **Medical Insurance Billing & Coding**

EVEREST COLLEGE - Thornton, CO

November 2009

### **High school diploma or GED**

## Skills

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- Attention to Detail
- Safety
- Stockroom Maintenance
- Reliable and Responsible
- Productivity and Time Management
- Product Tagging and Category
- Merchandising and Display
- Heavy Lifting
- Quick Learner
- Honesty and Integrity
- Staff Training
- Adaptable and Flexible
- Department resets
- Store reorganizations
- Planogram understanding
- Cost control
- Profit & loss
- Project planning
- Business management
- Medical coding
- Assistant manager experience
- Restaurant management
- Inventory control

- Pricing
- Labor cost analysis
- Operations management
- Upselling
- Medical billing
- Recruiting
- Payroll
- Kitchen management
- ICD-10
- CPT coding
- Retail management
- Sales management
- Budgeting
- Microsoft Office
- Time management
- Microsoft Excel
- Driving
- Sage
- Microsoft Word
- Customer service
- Multi-line phone systems
- Typing
- Google Suite
- Senior care