

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)
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**Employment**

**DOTS, West Saint Paul, MN** 09/12 – 11/13  
***Assistant Manager Grade 1***

- 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** 11/11 - 09/12  
***Key Holder***

- 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** 02/11 - 07/11  
***Sales Associates***

- 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.
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**Education**

**High School Diploma** *Johnson High School*  
**Currently pursuing Associates Degree** *Century College*