

Margaret G. Williams

Summary Proven abilities to become expert in new subjects and techniques quickly, to identify most important concepts and information, and to troubleshoot problems. Creative, analytical, and detail-oriented. Work productively in both independent and team environments. Effectively manage time and multiple projects, set priorities, meet deadlines, and supervise staff.

Education **University of Michigan** Dearborn, MI 2011-2013

BA in English and BA in History

- President Sigma Tau Delta International English Honor Society
- President Phi Alpha Theta National History Honor Society
- Member of The National Society of Leadership and Success Honor Society
- Research Assistant- Vision/Voice Holocaust Survivor Oral History Archive
- Research Assistant- Department of Literature
- Business Manager for The Michigan Journal
- Recipient of the Sigma Alpha Pi National Engaged Leader Presidential Award
- First Place winner of the 2013 Writing Awards for Researched Writing

Work Experience

Retail Manager LensCrafter Southfield, MI 2009-2011

- Responsible for training and developing new and established employees
- In part responsible for exceeding last year's KPIs, while surpassing forecasted store and individual sales goals
- Patient pretesting utilizing OPTOS, Non Contact Tonometer, Keratometer, Contact Lens Training
- Excellent customer service skills utilized for streamlining transition between Retail and Doctor, insurance processing, patient history/file maintenance, pre-appointment follow up

Store Manager American Eagle Outfitters Richmond, VA 2007-2009

- Responsible for scheduling, interviewing, hiring, training and developing new and established employees and new members of management
- Excellent customer service skills as seen in highest employee driven sales in store
- Responsible for all areas of Merchandising and Visual Standards
- In part responsible for exceeding last year's KPIs, while surpassing forecasted sales goals
- Responsible for merchandising monthly floorsets as well as window changes and marketing updates.
- Expert in Staffworks scheduling program

Inventory Management Ass't Home Depot Richmond, VA 2004-2008

- Responsible for controlling inventory for multi-million dollar Garden department with \$500,000-\$1,500,000 budget.
- Hold key role in controlling shrink, safety, and employee training
- Assist Store Manager in essential functions
- Maintain exemplary communication, customer service, and organizational skills while dealing with personnel, vendors and customers
 - o Customer Service Rep 6 months; Front End Supervisor 6 months