



PROFESSIONAL SUMMARY

Determined and hardworking to deliver an exceptional customer experience. Natural leader with a passion for motivating team members to present a consistently positive image. Taking ownership of customer escalations and problem-resolutions while conquering daily sales goals.

Experienced jeweler and stylist offering proven expertise, updating controlling costs, changing store displays and A1 service with successful approaches for getting pertinent work done. I'm Good at working with resources in fast-paced environments to achieve remarkable results.

Talented Ambassador three different times, first time Ambassador for Tag Heuer Watches making over the top sales at Ben Bridge jeweler leading our store team to made our store goals. Also Breitling watch Ambassador giving updates and training sales associates on the Breitling Challenge Portal to score 100% on all tests. Skilled in identifying diamonds and bridal jewelry so I was promoted to become Ambassador for Bella Ponte through Ben Bridge traveling to Seattle Washington three times a year for meetings and trainings at our corporate office. I consider myself a professional with natural talent for leading and motivating people to achieve challenging objectives. Effortlessly building team connections, and improves policies to maximize efficiency and performance of each team member. Skilled in training and mentoring employees to develop every persons full potential.

SKILLS

- Marketing and sales
- Manage inventory
- Problem-solving
- Ambassador for Tag Heuer Watches
- Ambassador for Bella Ponte
- Top Sales
- Certified with GIA (Jewelry Essentials)
- Customer service
- Sales and promotional events
- Networking
- Million Dollar Club
- Ambassador for Breitling Watches
- Identifying Diamond quality
- Styling Clothing
- Operate cash registers

EXPERIENCE

Assistant Manager and Sale Associate , Ben Bridge Jeweler, May 2015 - Jun 2020, Roseville, CA

- Reviewed activities regularly to identify opportunities for improvement.

- Prevented service delays by effectively using slow periods to get ahead of routine tasks such as restocking supplies; checking custom Jewelry and repairs to update customer's on timeframes and status.
- Completed required paperwork by doing necessary training on the Ben Bridge portal. As well as completing certificates for different high end brand such as Breitling and Tag Heuer watches to understand and learn existing and new products.
- Helped with being a key holder sometimes would have to open or close the store. Any mistakes that a associate made on a time clock would be adjusted for payroll; also take time with the store manager set up meetings and presentations for associates before upcoming shows and store events .
- Made sure to complete any paperwork, repairs and help with training new associates before shift end.
- Completed assigned tasks with little or no supervision.
- Handled issues for an associates customer such as repair's and status updates and any concerns if associate was off work for the day. Also if a customer was not satisfied with jewelry repair or jewelry purchase take it upon myself to make a phone call to corporate or the vice president to resolve any issues.
- Kept work area organized and clutter-free.
- Maintained good working relationship with co-workers and management.

Sales Associate, Krazy Marys boutique, Feb 2011 - Mar 2015, Sacramento, CA

- Provided accurate information to help customers quickly navigate store and acquire items for purchase.
- Maintained knowledge of current and future promotions to provide accurate service and inform customer purchasing decisions.
- Restocked front lanes and displays, following established merchandising procedures and standards.
- Used POS system to scan customer purchases, calculate prices, and process transactions.
- Supported company mission and positive store culture through honesty, integrity, and high-quality customer experiences.
- Welcomed guests and offered quick assistance to handle diverse needs.
- Engaged customers and built connections to drive long-term sales.
- Interacted professionally with customers, informing individuals of sales promotions and driving product interest.
- Arranged attractive and creative displays to catch the eye of incoming customers and encourage sales.
- Resolved customer issues quickly to recapture the customer's loyalty and maintain the sale.
- Consistently organized and restocked display racks to keep the store ready for customer needs.

EDUCATION

High School Diploma

Jun 2010

Winterstein Adult School - Sacramento, CA