



Mirna Davis

Profile

Experienced Assistant Manager with ten years' experience in Retail with a focus to improve sales turnover and positively impact company revenue. Implement creative strategies that help boost sales and employee productivity. Excellent ability to manage a system of inventory and maintain high standards of product quality and service. Was instrumental in increasing quarterly sales performance by 30% during the last six months and leadership tenure is backed by an MBA.

Employment History

Assistant Manager at Hardware Emporium, Chicago

November 2014 – Present

Reduced Workers' Compensation costs by 50% per annum with the implementation of employee wellness programmes and safety training initiatives.

- Handle customer complaints regarding sales and service
- Prepare budgets and approve expenses
- Track customer preferences to determine where the focus of sales efforts should be
- Analyze sales statistics and activity metrics
- Conduct sales projections regarding products and client territories and forecast individual billings for sales staff
- Determine discount rates or special pricing plans
- Develop plans to drive new business development, through direct sales techniques, cold calling, and business-to-business marketing visits
- Allocate sales territories and set sales quotas
- Plan and coordinate training programs for sales staff
- Conduct Performance Reviews

Assistant Manager - Food & Beverages at The Don Hotel Group, Los Angeles

January 2013 – November 2014

Negotiated new service level agreements with suppliers, resulting in a 10% reduction in material expenditure and a saving of \$100k per year.

- Supervise first-shift operations of up to 25 associates
- Coordinate F&B preparation, delivery and transactions and ensure standards are met for customer service, quality, safety, and sanitation
- Met or exceeded monthly revenue goals by up to 25%, resulting in formal recognition for leadership excellence
- Developed employee-improvement plans to address areas of under-performance
- Facilitate the professional advancement of high-potential workers
- Played a lead role in organizing events

Details

1515 Pacific Ave, Los Angeles, CA
90291, United States
example@email.com

Place of birth
San Antonio

Nationality
American

Driving license
Full

Links

[Linkedin](#)
[Facebook](#)

Skills

Budgets

Recruitment

Performance Reviews

Production Planning

Report Writing

SAP

Sage

Labor Relations

Training

Project Management

Languages

English

Canadian French

Hobbies

Charity Events, Triathlons, Hiking,
Cooking

- Secured partnerships with nonprofits to create positive social investment branding report in the community

Manager's Assistant at Oboid Engineering, Jacksonville

March 2009 – December 2012

Saved \$30k per quarter by decreasing overheads by 19% due to better utilization of resources.

- Ensure that equipment and machinery are adequately maintained and promptly repaired by assigned workers
- Evaluate production rates from the previous day and diagnose causes and possible solutions to any deviations reflected in the metrics
- Ensure production quotas, and quality standards are achieved continuously
- Enforce safety and health policies and procedures and investigate and report accidents
- Train and oversee all employees on regular shifts, scheduled shifts, and coordinate production processes accordingly
- Conduct risk assessments
- Provide product expertise within the team, and respond to machinist queries

Education

Masters in Business Administration, Chicago State University, Chicago

July 2006 – March 2008

Bachelor of Communication Science, University of Arizona, Tempe

September 2002 – September 2005

Courses

Financial Management Certificate, Certified Public Accountants Institute

January 2018 – November 2018

Course in Labor Relations, US Labor Relations Bureau

March 2017 – July 2017

Extra-curricular activities

Community Development Facilitator at Chicago Baptist Church, Chicago

October 2015 – Present

- Manage weekly soup kitchen events
- Organize interns to assist underprivileged kids with homework assignments
- Schedule mobile clinics once per month
- Plan and execute arrangements for market day every quarter