

Mirna Davis



Address	1515 Pacific Ave, Los Angeles, CA 90291, United States	Email	example@email.com
Place of birth	San Antonio	Nationality	American
Driving license	Full	Links	Linkedin , Facebook

01 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.

02 EMPLOYMENT HISTORY

11/2014 – Present

Assistant Manager at Hardware Emporium

Chicago

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

01/2013 – 11/2014

Assistant Manager - Food & Beverages at The Don Hotel Group

Los Angeles

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

03/2009 – 12/2012

Manager's Assistant at Oboid Engineering

Jacksonville

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

03 EDUCATION

07/2006 – 03/2008

Chicago State University

Chicago

Masters in Business Administration

09/2002 – 09/2005

University of Arizona

Tempe

Bachelor of Communication Science

04 SKILLS

Budgets	● ● ● ● ●	Recruitment	● ● ● ● ●
Performance Reviews	● ● ● ● ●	Production Planning	● ● ● ● ●
Report Writing	● ● ● ● ●	SAP	● ● ● ● ●
Sage	● ● ● ● ●	Labor Relations	● ● ● ● ●
Training	● ● ● ● ●	Project Management	● ● ● ● ●

05 COURSES

01/2018 – 11/2018

Financial Management Certificate at Certified Public Accountants Institute

06 EXTRA-CURRICULAR ACTIVITIES

10/2015 – Present

Community Development Facilitator in Chicago Baptist Church

Chicago

- 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

07 LANGUAGES

English



Canadian French



08 HOBBIES

Charity Events, Triathlons, Hiking, Cooking