

Mirna Davis

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

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Linkedin](#), [Facebook](#)

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

Nov 2014 – Present **Assistant Manager, 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

Jan 2013 – Nov 2014 **Assistant Manager - Food & Beverages, 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

Mar 2009 – Dec 2012 **Manager's Assistant, 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

EDUCATION

Jul 2006 – Mar 2008	Chicago State University, Masters in Business Administration	Chicago
Sep 2002 – Sep 2005	University of Arizona, Bachelor of Communication Science	Tempe

SKILLS

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

COURSES

Jan 2018 – Nov 2018	Financial Management Certificate, Certified Public Accountants Institute
Mar 2017 – Jul 2017	Course in Labor Relations, US Labor Relations Bureau

EXTRA-CURRICULAR ACTIVITIES

Oct 2015 – Present	Community Development Facilitator, Chicago Baptist Church	Chicago
	<ul style="list-style-type: none">• 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	

LANGUAGES

English	Native speaker	Canadian French	Native speaker
----------------	----------------	------------------------	----------------

HOBBIES

Charity Events, Triathlons, Hiking, Cooking