

# MIRNA DAVIS

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Place of birth ..... *San Antonio*      Nationality ..... *American*  
Driving license ..... *Full*

## 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.*

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## EXPERIENCE

### ❖ **Assistant Manager, Hardware Emporium** ..... Nov 2014 – Present

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

- 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, The Don Hotel Group** ..... Jan 2013 – Nov 2014

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

- 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

### ❖ **Manager's Assistant, Oboid Engineering** ..... Mar 2009 – Dec 2012

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

- 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

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

## SKILLS

- |   |  |
|---|--|
| Budgets ..... <i>Experienced</i>        | Recruitment ..... <i>Experienced</i>         |
| Performance Reviews ..... <i>Expert</i> | Production Planning ..... <i>Experienced</i> |
| Report Writing ..... <i>Expert</i>      | SAP ..... <i>Expert</i>                      |
| Sage ..... <i>Expert</i>                | Labor Relations ..... <i>Expert</i>          |
| Training ..... <i>Experienced</i>       | Project Management ..... <i>Experienced</i>  |

## COURSES

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

## EXTRA-CURRICULAR ACTIVITIES

- ❖ **Community Development Facilitator** ..... Oct 2015 – Present  
*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

## LANGUAGES

- English ..... *Native speaker*      Canadian French ..... *Native speaker*

## HOBBIES

*Charity Events, Triathlons, Hiking, Cooking*