



# Mirna Davis

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PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	<a href="#">Linkedin</a> , <a href="#">Facebook</a>

## 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

Nov 2014 – Present  
Chicago

### Assistant Manager at Hardware Emporium

*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  
Los Angeles

### Assistant Manager - Food & Beverages at The Don Hotel Group

*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  
Jacksonville

### Manager's Assistant at Oboid Engineering

*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

Jul 2006 – Mar 2008  
Chicago

### Chicago State University

Masters in Business Administration

Sep 2002 – Sep 2005  
Tempe

### University of Arizona

Bachelor of Communication Science

## 04 SKILLS

Budgets	● ● ● ● ●	Recruitment	● ● ● ● ●
Performance Reviews	● ● ● ● ●	Production Planning	● ● ● ● ●
Report Writing	● ● ● ● ●	SAP	● ● ● ● ●
Sage	● ● ● ● ●	Labor Relations	● ● ● ● ●
...	● ● ● ● ●	...	● ● ● ● ●

Training

Project Management

## 05 COURSES

Jan 2018 – Nov 2018

**Financial Management Certificate at Certified Public Accountants Institute**

Mar 2017 – Jul 2017

**Course in Labor Relations at US Labor Relations Bureau**

## 06 EXTRA-CURRICULAR ACTIVITIES

Oct 2015 – Present

Chicago

**Community Development Facilitator in Chicago Baptist Church**

- 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