

Client Name

Contact information

Summary of Qualifications

As a Business Manager, I excel at two critical requirements for every business: enhancing the customer experience and managing the employees who interface with those clients. My experience leverages a background in human resources operations with a strong track record in new business development. My success is measured not only by achieving performance objectives, but also by improving productivity through mentorship of my direct and dotted line reports. Bi-lingual, Spanish.

Selected Accomplishments

- Improved productivity and reduced errors by 66% through vendor training for new item set-up process
- Achieved 2015 NOI of 201% and volume 105% of plan for my region
- Launched GE's internship program with local universities, successfully lobbying senior management for program funding
- Achieved 111.1% of new business objectives through effective management of 11 COCO-owned stores in 2010 (111.8% in 2009)
- Exceeded new station goal by 66% and volume target goal by 6% (2014)
- Achieved customer & site retention for 15-year commitment for 2 large customers

Professional Experience

Chevron Corporation

2008 – present

Retail Business Consultant

(held positions of increasing responsibility as noted below)

- Achieve profitability for 70 retail gas stations by maximizing gasoline and convenience store sales
- Took on leadership roles, managing special projects such as iPad launch and Safe Driver Application
- Manage strategic regional plan by acquiring new sites, attracting franchisees to Extra Mile convenience store model and increasing sales volume at existing sites
- Responsible for maintaining corporate branding standards within region
- Realized 20% increase in projected annual payouts through negotiation in 2011 marketing agreements
- Reduced monthly retail change processing by 75% by developing template to manage discounted pricing

Business Consultant

- Supervised 11 direct reports and 100 dotted line employees in implementing merchandizing and customer service programs
- Executed marketing and branding plans that included promotions and POP collateral, performing follow-up results analysis
- Held P&L accountability for operating expenses and cash/stock shrinkage
- Deployed cross-company policies for Human Resources, training, retail marketing, field training, OSHA and ACES Help Desk

SOI

2008–2008

Client Service Representative

- Represented HR outsourcing unit services, including benefits and payroll for 35 clients
- Provided client support with training and HR-related issues that included progressive discipline and compensation practices
- Ensured legal compliance with state-mandated payroll matters

General Electric

2004 – 2006

Human Resources Generalist

(promoted from HR Coordinator)

- Streamlined HR processes by integrating newly acquired subsidiaries practices with parent company
- Trained managers and their reports on GE culture, new business processes and onboarding

Technical Skills

Oracle systems, SAP, Siebel, Banner Database, PhStat, MS Office Suite (Access, Excel, Word, Publisher)

Education

MBA – H. Wayne Huizenga School of Business

2008

Nova Southeastern University

Graduated with honors

B.S. – Political Science and Sociology

2004

St. Thomas University

Magna Cum Laude