

MONET HANDBERRY

mhandberry91@gmail.com | (347) 263-6444 | Brooklyn, New York 11212

PROFESSIONAL SUMMARY

Accomplished Assistant Manager with 10+ years of experience, driven to address any department's administrative duties and oversee employees. Organized and proficient, with excellent written, oral and interpersonal communication skills. Successful in building and motivating dynamic teams.

SKILLS

- Traffic Data Analysis
- Traffic Delay Studies
- Staff training and development
- Hourly shift and inventory management

WORK HISTORY

Feb 2014 - Current
TRAFFIC CHECKER
New York City Transit Authority

- Record the arrival and departure time of the bus and train
- Accurately count the loads of people entering and exiting the bus and train
- Conduct customer service surveys when certain trains and buses are out of order.
- Keyed in inventory data and details of shipment arrival and departure, verifying operations according to schedule with supervisors as appropriate.

Jun 2013 - Dec 2013
DEPARTMENT MANAGER
Century 21

- Responsible for supervising cashiers performing transactions
- Train all employees on duties and requirements of their jobs
- Provide employees with their work schedules
- Responsible for maintaining payroll and counting inventory shortages and overages
- Follow up with the company goals for the day such as average dollar sale and units per transaction.

Jun 2010 - May 2013
ASSISTANT MANAGER
Forever 21

- Maintain an awareness of all promotions and advertisements
- Evaluate customer concerns with Management
- Interviewed job candidates and made staffing decisions
- Counted cash drawers and made bank deposits
- Trained and developed new associates on POS system and key sales tactics
- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards, solid product knowledge and all other aspects of customer service.

EDUCATION

BACHELOR OF ARTS (B.A): CRIMINAL JUSTICE
Delaware State University | Dover, DE