

Jordyn Conrad

(303) 503-4596

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Parker, Colorado 80134

SKILLS

- Leadership
- Problem Solving
- Teamwork
- Communication
- Time Management
- Adaptability

EXPERIENCE

ASSISTANT GENERAL MANAGER

24Hour Fitness

Parker, COLORADO

June 2022 - Present

- Managed day-to-day operations, ensuring high levels of customer service and satisfaction.
- Resolved customer complaints in a timely manner with an emphasis on maintaining positive relationships.
- Recruited and hired associates to meet business needs and requirements.
- Performed weekly inventory audits to ensure accuracy of stock levels, pricing and product placement.
- Mentored staff on problem resolution techniques and provided guidance regarding company policy.
- Utilized company reports to analyze sales, gross profit and inventory activity.

ROCK CLIMBING GUIDE

Denver Adventures and Zipline

Conifer, COLORADO

January 2022 - June 2022

- Developed extensive knowledge of equipment and safety protocols, including proper harness fitting and knot tying.
- Responded quickly to emergency medical situations when necessary.
- Maintained accurate records of group sizes, routes taken, weather conditions, and any incidents or accidents that occurred during the climb.
- Successfully led groups of various ages and abilities on multi-pitch climbs in a variety of outdoor settings.
- Created detailed itineraries that included rest stops, meal breaks, and other activities.

GENERAL MANAGER

Claire's

Parker, COLORADO

February 2020 - January 2022

- Recruited team members to maintain adequate staffing levels.
- Monitored store performance and identified opportunities for improvement.
- Managed profit goals against budget and prior year, keeping controllable costs within budget.
- Assessed team member performance through formal reviews leading to promotions or terminations as necessary.
- Met safety and security standards by overseeing preventative maintenance and repairs.
- Recruited team members for maintaining adequate staffing levels according to projected sales.

ASSISTANT GENERAL MANAGER

Victoria's Secret

Denver, COLORADO

August 2014 - February 2020

- Managed day-to-day operations, ensuring high levels of customer service and satisfaction.

- Recruited and hired associates to meet business needs and requirements.
- Performed weekly inventory audits to ensure accuracy of stock levels, pricing and product placement.
- Utilized company reports to analyze sales, gross profit and inventory activity.

EDUCATION

EMERGENCY MEDICAL TECHNICIAN Denver Health, Denver, Colorado	<i>Dec 2022</i>
ABLETON PROGRAMMING KMG, Boulder, Colorado	<i>Dec 2020</i>
NURSING The University of Arizona, Tucson, Arizona	<i>Feb 2018</i>
COMPLETED COURSEWORK TOWARDS HIGH SCHOOL DIPLOMA Chaparral High School, Parker	<i>Dec 2015</i>

CERTIFICATIONS

- Emergency Medical Technician (EMT-B)
- Wilderness First Responder
- IV Therapy
- AHA CPR/BLS

REFERENCES

Owens Strawinski — NOLS
WFR Instructor Professor
okstrawinski@gmail.com

Jordan Guerra — Victoria's Secret
District Manager Supervisor
(970) 302-7927
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Joey Solano — 24Hour Fitness
Fitness Manager CO-Manager
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