



YVETTE BEY

yvettebey@gmail.com | 913-424-5211 | Raytown, MO 64133

Summary

I am a confident leader who collaborates with others to achieve results. I'm equally good at inspiring my team and engaging with customers and leaders. People want to be on my team. I drive results, use good judgment and I'm aware and generous with my feedback so people can develop and grow under my leadership. I can juggle many things at the same time and still manage to provide that special attention to every detail and every person. I'm a good listener so people can feel heard.

Skills

- Leadership
- Problem solving
- Active Listening
- Customer Service
- Critical Thinking
- Adaptability
- Organizational
- Analytical
- Teamwork
- Attention to detail
- People
- Communication

Experience

Verizon Wireless | 15239 W 119th St, 66062
Senior Manager
02/2023 - Current

- High level accountability for all retail store functions, communicating and implementing the company vision through directing the day to day activities of our retail staff. Driving high-performance results within a fast paced, demanding solutions sales environment and focusing on optimizing the customer and employee experience are the forefront of my responsibilities.
- Building, developing and mentoring a sales team.
- Provided ongoing sales training and support for team to exceed sales, retention, quality, and service objectives.
- Engaging in sales strategy development to ensure our products and services are effectively showcased throughout the store.
- Developing and implementing sales tools and initiatives
- Maintaining the performance of store by running retail inventory compliance
- Engaging in business operations budgeting, forecasting, analyzing and providing sales reports.

Verizon Wireless | 15239 W 119th St, KS
General Manager-Interim Multi Store
08/2022 - 02/2023

- Help drive store to high performance results in a solution sales environment focusing on customer and employee experience, morale and culture of stores.
- Developed and implemented operational strategies to improve efficiency, reduce costs and maximize customer satisfaction.
- Established and maintained effective communication with staff members to ensure efficient operations.
- Managed all aspects of daily business operations including budgeting, staffing, scheduling, inventory control, customer service and sales.

Verizon Wireless | 8501 N Church Rd, MO
Solutions Manager
04/2008 - 10/2022

- Led team to excelling in results in numerous metrics and priorities while creating a winning atmosphere
- Inspired a sales team and created exceptional customer experience in a flagship retail store. My role entailed leading a store that became a multi store team from developing the best sales specialist and driving sales targets to financials and store merchandising.
- Helped create a superior in store experience that makes our customers feel good about our brand and solution helping them choose our wireless products and services.
- I utilize a wide range of people and operational management skills to optimize the customer and employee experience while maintaining daily and long term store functions.
- Responsible for ensuring scheduling staff based on strengths and responsibilities, addressing attendance expectations and accountability, reviewing coaching to ensure specialist are being developed based on opportunity and from all leaders on the team
- Developing and coaching team while providing feedback and collaborating with plan strategies to be better and become our best

Education and Training

Southwest High School KC MO | 6550 Wornall Rd
High School Diploma
05/1987

KCKS Community College | 7250 State Ave
Some College (No Degree) in Business Management

Vocational Education KCMO | 1215 E Truman Rd
Some College (No Degree) in Secretarial Studies and Office Administration