

Michelle Vasquez

559 west 42nd st
Chicago, IL 60609
Cell: 773-699-4551
vasquez.michelle17@gmail.com

Summary

Hardworking retail management professional versed in all aspects of running a high-end store, including opening and closing procedures, customer service, merchandising and recruiting. Critical thinking employee with excellent time management skills. Dedicated problem-solver, adept at remaining calm under pressure. Currently a training ramp agent at Midway International Airport using top notch skills in communications and customer service.

Highlights

Retail inventory management	Exceptional leader	Prioritizes Safety and Security
Conflict resolution skills	Team-oriented	Able to master new skills quickly
Outstanding communication skills	Flexible schedule	Energetic work attitude

Accomplishments

Customer Interface

Greeted customers upon entrance and handled all cash and credit transactions. Assisted customers over the phone regarding store operations, product, promotions and orders. Calmed and rapidly resolved customer conflicts to prevent loss of business.

Supervision and Training

Supervised team of four or more staff members daily. Promoted two positions in two years of employment. Selected to become a station trainer after six months.

Experience

Ramp Agent/ Material Specialist

November 2018- Current

ExpressJet Airlines/Envoy/Southwest

Received and issued aircraft parts, including delivering and retrieving all materials from aircraft and providing proper information to all parties. Maintained accurate inventory, performed cycle counts. Updates TRAX and manual files and relayed all pertinent information. Insured all unserviceable parts were processed correctly for repair, scrap, and proper disposition. Handle passenger luggage, mail, and cargo in accordance with safety and privacy protocols. Manage flight activity on inbound and outbound flights. Operate belt loaders, pushback trailers, and cart tugs daily. Connect electrical power units and service hoses to aircraft. Keeps accurate count of all loaded items to ensure proper weight and balance. Effectively communicates with ground crew, flight crew and customer service about ramp operations and flight requirements.

Shift leader/ Cashier

May 2013 - December 2018

Walgreens/Aldi — Chicago, IL

Answered customers' questions and addressed problems and complaints in person and via phone. Opened and closed the store, which included counting cash drawers and making bank deposits. Helped customers select products that best fit their personal needs. Maintained visually appealing and effective displays for the entire store. Offered exceptional customer service to differentiate and promote the company brand. Built customer confidence by actively listening to their concerns and giving appropriate feedback. Completed floor replenishment to guarantee size availability and promote customer satisfaction. Offered direction and gave constructive feedback to motivate team members. Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers. Computed sales prices, total purchases and processed payments. Administered all point of sale opening and closing procedures. Explained information about the quality, value and style of products to Influence customer buying decisions. Replenished floor stock and processed shipments to ensure product availability for customers. Followed proper food handling methods and maintained correct temperature of all food products. Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports. Practiced FIFO effectively, daily.

