



# Mirna Davis

Los Angeles, United States example@email.com

## Profile

Experienced Assistant Manager with ten years' experience in Retail with a focus to improve sales turnover and positively impact company revenue. Implement creative strategies that help boost sales and employee productivity. Excellent ability to manage a system of inventory and maintain high standards of product quality and service. Was instrumental in increasing quarterly sales performance by 30% during the last six months and leadership tenure is backed by an MBA.

## Employment History

Nov 2014 – Present

Chicago

### Assistant Manager at Hardware Emporium

Reduced Workers' Compensation costs by 50% per annum with the implementation of employee wellness programmes and safety training initiatives.

- Handle customer complaints regarding sales and service
- Prepare budgets and approve expenses
- Track customer preferences to determine where the focus of sales efforts should be
- Analyze sales statistics and activity metrics
- Conduct sales projections regarding products and client territories and forecast individual billings for sales staff
- Determine discount rates or special pricing plans
- Develop plans to drive new business development, through direct sales techniques, cold calling, and business-to-business marketing visits
- Allocate sales territories and set sales quotas
- Plan and coordinate training programs for sales staff
- Conduct Performance Reviews

Jan 2013 – Nov 2014

Los Angeles

### Assistant Manager - Food & Beverages at The Don Hotel Group

Negotiated new service level agreements with suppliers, resulting in a 10% reduction in material expenditure and a saving of \$100k per year.

- Supervise first-shift operations of up to 25 associates
- Coordinate F&B preparation, delivery and transactions and ensure standards are met for customer service, quality, safety, and sanitation
- Met or exceeded monthly revenue goals by up to 25%, resulting in formal recognition for leadership excellence

## Details

1515 Pacific Ave

Los Angeles, CA 90291, United States

Date / Place of birth

San Antonio

Nationality

American

Driving license

Full

## Links

LinkedIn

Facebook

## Skills

Budgets



Recruitment



Performance Reviews



Production Planning



Report Writing



SAP



Sage



Labor Relations



Training



Project Management



## Languages

English



- Developed employee-improvement plans to address areas of under-performance
- Facilitate the professional advancement of high-potential workers
- Played a lead role in organizing events
- Secured partnerships with nonprofits to create positive social investment branding report in the community

Canadian French



## Hobbies

Charity Events,  
Triathlons, Hiking,  
Cooking

Mar 2009 – Dec 2012

Jacksonville

### Manager's Assistant at Oboid Engineering

*Saved \$30k per quarter by decreasing overheads by 19% due to better utilization of resources.*

- Ensure that equipment and machinery are adequately maintained and promptly repaired by assigned workers
- Evaluate production rates from the previous day and diagnose causes and possible solutions to any deviations reflected in the metrics
- Ensure production quotas, and quality standards are achieved continuously
- Enforce safety and health policies and procedures and investigate and report accidents
- Train and oversee all employees on regular shifts, scheduled shifts, and coordinate production processes accordingly
- Conduct risk assessments
- Provide product expertise within the team, and respond to machinist queries

## Education

Jul 2006 – Mar 2008

Chicago

### Chicago State University

Masters in Business Administration

Sep 2002 – Sep 2005

Tempe

### University of Arizona

Bachelor of Communication Science

## Courses

Jan 2018 – Nov 2018

Financial Management Certificate at  
Certified Public Accountants Institute

Mar 2017 – Jul 2017

Course in Labor Relations at US Labor  
Relations Bureau

## Extra-curricular activities

Oct 2015 – Present

Chicago

## Community Development Facilitator in Chicago Baptist Church

- Manage weekly soup kitchen events
- Organize interns to assist underprivileged kids with homework assignments
- Schedule mobile clinics once per month
- Plan and execute arrangements for market day every quarter