

**Crystal Vernassie**  
**1055 N. Capital Ave #83, San Jose, CA 95133, 408-849-2641**

### **RETAIL AND FOOD SERVICE POSITIONS**

Driven professional with 15 solid years of experience in customer service and 13 years of Management and staff supervision. Extensive history in providing excellent service and tenacious follow-up. Reputation for displaying professionalism and high levels of integrity as a front-line corporate representative. Proven ability to deliver results quickly and efficiently.

### **CUSTOMER SERVICE & MANAGEMENT EXPERIENCE**

#### **Tesoro Corp, Fremont, Ca, 07/2010 -04/2012**

**Assistant Store Manager:** Managed markdowns, purchase orders, invoicing, cash reconciliation, and inventory control. Updated stock and evaluated customer buying habits through computerized sales data analysis. Effectively led teams of up to 15 employees within an extremely fast paced environment; hired and scheduled associates. Directed promotions, store events, and staff safety meetings; conducted company meetings with corporate members.

- Took over retail operation and Safety program to train sales associates.
- Completed Daily Paperwork PDI, Ops log, and Sawa to project sales and profits.
- Effectively developed vendor relationships and ensured timely delivery of merchandise.
- Demonstrated creative skills when set up window displays and rolled out new product lines, including reset displays, which increased sales by 10%.
- Took on Store Manager Role for 3 months while manager was on vacation.

#### **I Chaat Cafe, Sunnyvale, CA, 01/2009 – 07/2010**

**Store Manager:** Managed daily retail operations of this 15-20 employee cafe. Set up POS, and performed bank deposits. Led and directed cooks and servers with positive uplifting attitude, to ensure superior customer service and employee morale.

- Achieved cost reductions in food, labor, and inventory.
- Increased profits by 6% and increased sales through setting up catering parties for local companies.

#### **D.D's Discounts, Fremont, CA, 06/2008 -01/2009**

**Customer Service Supervisor:** Supervised a high-volume sales location. Oversaw daily operations, directed staff, received, tagged and stocked merchandise. Dealt with all returns and exchanges of store merchandise, to ensure customers satisfaction.

- Coordinated product stock flow to minimize stock outs and overstock, with maximized sales.
- Led markdown team on Sundays and set up store for inventory audits.
- Played a key role in setting up the loss prevention program to reduce in store shrink.

### **EDUCATION**

Independence High School, San Jose, CA

Technical proficiencies include: MS Access, Outlook, Word, Excel, and PowerPoint