

# Michael Adams

San Francisco CA  
phone 805-280-3640  
[mgadams@pipeline.sbccc.edu](mailto:mgadams@pipeline.sbccc.edu)

## Core Skills

- Sales development
- Creative solution selling
- Client services
- Shipping/ receiving
- Recruitment and onboarding
- Appraisals and reviews
- Sales quotas and targets
- Marketing and catalogs
- Supervision
- Inventories, purchasing
- P & L statements
- Loss Prevention

## Technical Skills

- Benefits
- Ad campaigns
- Power Point
- Excel & Access
- Adobe
- Micros
- Photoshop

## Social Engagement

- Counseling
- Facilitating groups
- Issues spotting
- Coaching
- Addiction studies
- Sociology / psychology
- Leadership

## Education

**Santa Barbara City College**  
**Nursing, Drug and Alcohol**  
**Counseling Programs**

**Lyle's College of Beauty**  
**Tulare, CA**  
**Cosmetology License**

## Profile

Dedicated Customer Service and Management professional with over 20 years in supervisor, recruiting, training for development. Flexible and collaborative style able to work across multiple levels of an organization.. Experienced problem-solver with exemplary customer service and salesmanship skills. Conversational German speaker.

## Professional Experience

### Store Manager

10/2009 – 2/2014

Arthur Beren Shoes, Palo Alto, CA

- As Store Manager, oversaw all operations, customer service, inventory, shipping and receiving, loss prevention, human resources.
- Recruited, hired, and trained Sales and Stock Associates coached and developed team.
- Designed and implemented product placements. Dedicated resources to high end brands including: Ferragmo, Prada, Thierry Rabotin and Stuart Weitzman

### West Coast Regional Manager

2/2007 – 9/2009

Soulier, Montecito and Santa Monica CA.

- Accessories and shoe buyer, Operations Manager for 2 retail stores.
- Recruiting, hiring, training and development of Retail Associates and management Team.
- Sales Accounting, inventories, P&L
- Products included: Arche, Cole Hahn, Taryn Rose, Puma by Alexander McQueen, Longchamp's, and Icon.

### Hospitality and Restaurant

#### Fine Dining Maître'D

6/2008 – 6/2007

Burnham Wood, Montecito CA

- Ensured that guests and private parties enjoyed a superb dining experience. Responsible for room and table setting & décor.

#### Concierge

2/2006 – 7/2007

Andalucía Hotel, Santa Barbara, CA

- Booked guest reservations, events, outings. Assisted with wedding planning.

## Volunteer Activities

- United Way Board Member, Santa Barbara, CA
- Pacific Pride, AIDS Walk team member