

# **Shamane Whiting**

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Cell (909) 557-5187  
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## **Objective**

I am submitting my resume for a full-time position that will utilize my outstanding communication skills, customer service, and years of sales experience.

## **Education**

**Student B.A. in Marketing California State University, San Bernardino 2007-2010**  
**San Bernardino, CA.**

Graduated with a B.A. degree in Marketing.

- I graduated with a G.P.A of 3.87.
- I graduated with High Honors and was on the Dean's List since my first quarter in 2007.

**Associate of Arts Liberal Arts Crafton Hills College 2005- 2007**  
**Yucaipa, CA.**

I graduated with honors in the summer of 2007 with an A.A in Liberal Arts.

- My graduating G.P.A was a 3.89.
- I was on the Dean's List the entire time I attended Crafton Hills College.

## **Employment History**

**Department Manager, Apparel** **Nordstrom Inc., San Bernardino Ave, Suite A, Redlands, CA.** **2014-Present**

As an Apparel Manager I have the consecutive responsibilities of managing the Women's Department, Men's Department, and the Kid's Department's operational sales. I am responsible for \$7.6 million dollars in volume annually(equally 55% of the store's total volume). I supervise a staff of twenty-three Sales Associates, a Kid's Lead, a Suit Specialist, and two Assistants. My daily expectations and responsibilities include: hiring, teaching, and coaching the best talent to ensure the best customer service to increase sales. I analyze sales figures weekly and educate my staff how to increase volume by following operational standards, merchandising, and ensuring efficiency and effectiveness in completing daily tasks. I work with my employees side by side to make sure they are following all operational standards, safety and health guidelines, teaching the importance of inventory control/shrinkage and teaching the importance of outstanding customer service.

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**Department Manager,  
Apparel**

**Nordstrom Inc.,  
Ontario Mills Mall,  
Ontario, Ca.**

**2013-2014**

As an Apparel Manager of the Nordstrom Ontario Mills Rack I am in charge of \$7.4 million dollars in volume annually (equaling 53% of the stores total volume). My administration includes: two assistants, a suit specialist, a kids lead, and a staff of 18 sales associates. My daily tasks include overseeing, teaching, and coaching my team in operational standards, exceptional customer service, and merchandising; I also ensure my staff is following all safety guidelines, teaching the importance of inventory control/shrinkage, and sales. I manage my staffs scheduling on a weekly basis, as well as reporting to augment sales and volume. I work side by side on a daily basis with my Assistants, specialists, and staff members with the importance of merchandising following the business standards as well as following sales trends to increase volume and sales.

**Department Manager,  
Women's Apparel**

**Nordstrom Inc.,  
Ontario Mills Mall,  
Ontario, Ca.**

**2012-2013**

My daily expectations and tasks include the following: supervision of my assistant and staff ensuring they are following the operational standards, safety ,and health guidelines; teaching and coaching my assistant and staff on merchandising, inventory control/shrinkage, and sales. I am responsible for employing, training, and coaching the employees. I complete the staff scheduling on a weekly basis, as well as reporting to augment sales and volume. I merchandise on a daily basis and teach my assistant and employees on the importance of merchandising following the business standards as well as following sales trends to amplify volume and sales. I am responsible for executing great customer service and ensuring my assistant and staff are implementing the same standards.

**Assistant Manager,  
Women's Apparel**

**Nordstrom Inc.,  
The Spectrum Chino Rack,  
Chino, CA.**

**2011-2012**

As an Assistant manager my role and expectations are to assist the Department Manager on a daily basis through: building a strong team, coaching, driving business, merchandising, and working with the RM on what is selling, not selling, and replenishment items. I also come up with events and contests to bring in more volume, as well as motivating and teaching the team on how we can create more sales. Part of my job description entails that I am looking at reports and back office to see the trends in sales on a daily and weekly manner so that I may use this

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information to create more sales and volume. As an Assistant Manager I am also responsible for building, condensing, and filling in fixtures, cleaning, and cashiering when needed.

## **Internship Program**

**Sales Associate**

**Designer Handbag Specialist**

**Nordstrom Inc.,  
The Galleria at Tyler,  
Riverside, CA.**

**2010-2011**

I became part of the Nordstrom team though there Internship Program. Through this program I would do learning projects/experiences such as: People Development, Merchandising, Role Awareness, Driving your Business and Sell More, Make More, Anniversary Event, Camera Project, and a Final Presentation. During this program I was also a Sales Associate in the Handbag Department. As a Sales Associate my everyday role included daily tasks of selling, knowing up-to-date fashion trends and product knowledge and sharing this with the customers, Working with a team, cashiering, cleaning, calling customers for DTC's, follow-ups, and for special events. Working on my Personal Book, and writing thank-you notes to customers. Through my love and knowledge for Designer products I was promoted as a Designer Handbag Specialist I was in charge of driving designer sales and volume, developing and maintaining strong customer relationships and clientele, educating myself and team members on trends, advertising, and product knowledge, planning events, and communicating with the buyer and RM.

## **Assistant Accountant**

**Specialized Environmental Inc.  
Anaheim, CA.**

**2003-2005**

During my years with Specialized Environmental Inc., I assisted in the day-to-day running of the Accounts Office to maintain records of invoices and creditors' payments. I kept records of all transactions and was responsible for the preparation of accounts payable, invoices, purchase orders, petty cash, and payroll calculation. I also, processed checks, maintained filing, and invoiced monitoring systems, as well as audited petty cash envelopes. I was able to maintain effective working relationships, respond well to stress, and have good communication and situation management skills.

## **Head Cook**

**Forest Falls Steak House  
Forest Falls, CA.**

**2002-2003**

During my year with Forest Falls Steak House, I was the Head Cook during the day shift Monday-Friday, which included my duties of food preparation for breakfast and lunch, and I was

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in charge of the food preparation on Saturday nights. I was in charge of ordering food and non-food items and receipts of food service venders. I learned how to estimate food quantities required for menus, in the preparation of meals at specified times, and in preparing large quantities of food with minimal waste. I also gained experience in dealing with working relationships with the staff and customers.

**71 Golf (Patient Administration Specialist)      United States Army      1998-2002**  
**(Basic Training at Fort Leonardwood, MI.)**  
**(A.I.T. training at Fort Sam Houston, TX.)**  
**(Stationed at Los Alamitos, CA.)**  
**(Transferred to Pomona, CA.)**

My job as a Patient Administration Specialist was to make sure that the hospital and patient information was recorded, stored, and delivered in order to keep everything running as smoothly as possible at the V.A. hospital. I was primarily responsible for supervising and performing administrative duties in the patient administration division of an Army hospital and other medical facilities. Some of my duties as a Patient Administration Specialist included: Compiling data and preparing required statistical reports on outpatient visits, inpatient visits, admissions, and dispositions. Beside my job as a Patient Administration Specialist, I was also a soldier. I was trained in combat situations as well as weaponry. I learned how to cope in stressful situations and learned how to be a team player.

## **Strengths/Skills**

I think of myself as a people person. I have good communication skills and am good at solving problems and remaining calm in chaotic situations. I am very goal oriented and strive for the best.