

Antonio J. Caudillo
830 Sutter St. San Francisco CA, 94109
628-227-4332
Ajay.caudillo@gmail.com

OBJECTIVE: Young professional with logically sequential and creative skills looking to acquire a challenging position.

EXPERIENCE:

GAP, 890 Market St. San Francisco CA, 94102

Visual Merchandiser, February 2014-Current:

- Produced quality work in consistent, timely, and organized manner
- Planned floor moves and floor layouts
- Executed merchandising and floor moves based on seasonal changes, business needs, and trends
- Managed a staff of four individuals for floor moves and daily tasks; also ensured tasks were completed in a timely manner
- Identified and capitalized on opportunities to increase revenue
- Updated/maintained mannequin and form styling as directed by company directive
- Replenished and maintained sales floor to help drive sales
- Provided excellent customer service and attended to customer's needs
- Prioritized daily tasks to meet the daily needs of the store
- Steamed and prepped garments for floor and window displays
- Maintained knowledge of current sales and sales promotions

Hennes & Mauritz (H&M), 150 Post St. San Francisco, CA, 94109

Customer Service Representative, March 2009-February 2014:

- Interpreted and applied ever-evolving H&M standards;
- Processed currency and credit transactions quickly and accurately;
- Methodically kept apprised of up-coming trends;
- Maintained high-level of customer satisfaction during high volume times;
- Resolved customer and vendor complaints promptly and professionally, in-person and over-the-multi-line-phone;
- Planned bi-weekly moves, by department procedures, with zero mistakes;
- Kept up-to-date with weekly briefings, to maintain professional appearance;

- Trained new and existing employees on H&M policies and procedures;
- Oversaw merchandising concepts, in the men's department;
- Oversaw garment steaming and equipment care;
- Styled and pinned mannequins, according to corporate visual standards;
- Oversaw prop assembly/ disassembly;
- Monitored lighting and props to ensure up-to-date marketing;
- Assisted with new store layout planning and execution;
- Assisted with OSHA (Occupational Safety and Health Administration) compliance;
- Modern office practices including scanning, copying, filing; and
- Using MS Office suite, generated tracking inventory reports, per GAAP standards.

Sonic Drive-In, 1302 International Blvd. Laredo TX, 78041, Customer Service Representative, March 2006-2008

- Followed procedures for safe food preparation, assembly and presentation;
- Communicated clearly, in-person and over-the-multi-line-phone, with co-workers, city government and vendors;
- Mastered web-based computer system for automated order taking;
- Processed currency and credit transactions quickly and accurately;
- Maintained high standards of customer service during high-peak times;
- Took initiative to find extra task when scheduled duties were completed;
- Assisted with inventory control and keeping stockroom in order;
- Resolved customer problems promptly and professionally; and
- Followed procedures for station cleaning up.

SKILLS:

Type 60 WPM Above par organizational skills

MS Office 2007 and 2010 (word, excel, access) Strong communication skills

IE 9, Safari, and Firefox Interpret complex policies and procedures

Strong time management skills Creative, imaginative

EDUCATION:

• United High School, Laredo TX, 78045 2008 Graduate

• Academy of Art University, San Francisco CA, 94109 2008-2010 (60 hours)

VOLUNTEER EXPERIENCE:

Cancer Walk, 2009-2014