

ERIKA GUTIERREZ

Orange County, CA | Erikagutierrez714@gmail.com | (714) 623-9108

PROFESSIONAL SUMMARY

Highly versatile professional with 19+ years of experience in leadership specifically focused on customer service. Adept in constantly creating a safe environment and building great rapport with colleagues and customers. Great reputation for punctuality, flexibility, and adaptability proven to perform well under minimal supervision. Established the ability to adhere to necessary time constraints often exceeding expectations. Fluently bilingual in English and Spanish. In search of a position outside the retail industry where my transferable skills can flourish.

SKILLS

Microsoft Office (Word, Excel, Outlook & PPT) | Google Suite (Docs, Excel, Slides) | Leadership | Management & Supervision | Inventory | Staff Training and Development | Customer Service | Interpersonal Skills | Communication | Marketing | POS Knowledge | Computer Literacy

PROFESSIONAL EXPERIENCE

STORE ASSOCIATE

May 2021 - Jan 2023

Wal-Mart, Orange County, CA

- Manage overnight store operations within the cosmetic department; unpack the merchandise, organize shelves, and collaborate with other associates.
- Communicate with upper management and relay information regarding questions or concerns of store operations.
- Develop new store associates and mentor them to advance work productivity.

PRODUCTION (part-time)

May 2021 - July 2022

Cellese, Orange County, CA May

- Completed the filling of bottles, labeled products, and added codes for expiration dates.

PRICE COORDINATOR

April 2005 - Current

Rite Aid, Orange County, CA

- Recorded incorrect scans, and provided logs to the store manager for verification; communicated with management to execute changes in pricing errors as needed.
- Participated in collaborative monthly meetings focused on goal setting and new company policies and procedures.
- Implemented front-end policies, assessed staff performance, and coordinated the scheduling of breaks.
- Ensured that hazardous waste was disposed of according to company regulations.
- Supervised five associates and prepared task maps for the entire team on duty.
- Processed and logged information regarding expiration dates of store products.

SUPERVISOR

June 2003 - April 2004

Payless ShoeSource, Orange County, CA

- Maintained cash levels in all cash register drawers so they did not exceed a certain dollar amount; checked and balanced all registers daily to prepare for bank deposits.
- Strategically organized the store and made it aesthetically appealing resulting in customer attraction.
- Developed daily, weekly, and monthly sales goals and supported associates in exceeding them.
- Trained new hires, supervised staff, prepared work schedules and assigned specific duties
- Managed the opening and closing of the store and served as a key holder for the facility.
- Resolved customer complaints and de-escalated issues when they arose.

SEASONAL KEY HOLDER

November 2023 - December 2023

See's Candies, Irvine, CA

- Strategic approach to store organization and cleanliness, arranging products to meet display standards and consistently keeping inventory stocked.
- Diligently addressing customer inquiries and fulfilling their product-related needs with utmost attentiveness.
- Welcomed customers exceptionally and exhibited exemplary hospitality and reception.
- Managed client interactions with poise and expertise.

EDUCATION

Medical Front Office Certification | Santa Ana College | 2021

Cosmetology Certification | Colleen O'Hara's Beauty Academy | 2006

High School Diploma | Santa Ana Valley High School