# Profile

Individual with extensive knowledge in customer relations and branding. Led teams in several departments via training, exemplified professional behavior, and sales. Forte in adapting, problem solving, team managing, merchandising, and all sorts of operational work. Malleable to any business model. Capable of turning 180 degrees and hit the floor running regarding any changes in business model or management.

# Experience

Operations Manager, Orlebar Brown— September 2018 - Current

Assist Store Manager to achieve any target goals. Ensure high level of sales and service is implemented, leading by example. Promote all initiatives regarding clienteling and use of Store Portal with sales associates. Managed operational work and all sorts of customer service peculiarities with grace and method.

Operations Manager, Hugo BOSS— February 2018 - September 2018

Developed and implemented performance and training initiatives which optimized staff performance and resulted in continuous surpassing of sales quotas. Increased customer satisfaction by interacting directly with customers to help. Ensured excellence in customer service and resolved all problems at the store level. Demonstrated leadership and aided management by conducting training classes for new team members.

786-973-5158

Msegu009@outlook.com

Miami, Ft. Lauderdale Area

Michael segura

Human Resources Recruiter, HCA — April 2017-Feb 2018

Maintained an employee book of over 200 individuals with personalized profiles, notes, and dates of employment to better relations between the hiring agency and the employees. Solved and preemptively solved issues that would arise day in and day out with the many employees we spoke to on a weekly basis. Accommodated to any critical aspects and defiantly found ways to keep employees satisfied with the status quo.

Assistant Store Manager/Brand Ambassador, Hugo BOSS — Dec 2015 - March 2017

Led sales teams in both retail stores and department stores. Provided weekly reviews and summaries of sales and other pertinent data to regional manager and operational managers of department stores. Led bi-weekly training sessions for sales associates to know the Brand of Hugo BOSS in and out to increase sales and sales points. Created curriculum based on raw information given by the company of Hugo BOSS to create a more user-friendly experience when learning the product via PowerPoint presentations. Led by example and sold merchandise as well as maintaining the Visuals as per company policies.

Administrative Assistant, J & J Custom Renovations — May 2010 - Nov 2015

Inventory management, client appointments, customer service and problem solving, and operational work via Microsoft Excel and Office.

# Education

Florida Int University — International Relations, BA, May 2017

# Skills

Visual Merchandising, Training, Microsoft Office/PowerPoint/Excel, Team Management, Luxury Sales, Behavioral Psychology Training/Application, Motivational Behavior, and more

# References

Available Upon Request