

Katrishca Perez
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OBJECTIVE

Ambitious and results-driven professional, seeking to apply my knowledge in logistics management, human resources, customer service, and team leadership to drive operational efficiency and mission success. Skilled in interviewing, hiring, and training personnel to build high-performing teams. Passionate about optimizing resources, streamlining processes, and contributing initiatives through strategic planning and a commitment to excellence.

WORK EXPERIENCE

Print Specialist

Staples

Supervisor: *Myranda Washington*

Contact: (540) 684-2045

August 2024- July 2025

Stafford, Virginia

Pay grade: Hourly

Hours per week: 25

Duties and Responsibilities:

- **Pre-Press Preparation:** Review print files for formatting, resolution, and color accuracy. Prepare materials like plates and screens.
- **Printing Operation:** Operate printing presses, adjust settings, and troubleshooting issues during production.
- **Quality Control:** Inspect printed materials for accuracy and defects, conduct test prints, and maintain equipment.
- **Material Management:** Manage and order printing supplies, ensuring proper storage to prevent damage.
- **Customer Interaction:** Communicate with clients to understand needs and offer solutions on materials and techniques.
- **Post-Press and Finishing:** Handle cutting, binding, folding, and laminating to meet specifications and ensure proper delivery.
- **Record Keeping and Reporting:** Track jobs, inventory, and expenses, maintaining production records.
- **Safety and Compliance:** Follow safety guidelines, ensure machinery operation and chemical handling are compliant with regulations.

Accomplishments: In four months at Staples, I improved underperforming print departments by addressing inefficiencies and streamlining workflows. My efforts boosted efficiency, customer satisfaction, and service quality, driving department success.

Event Assistant, Veteran Support

Defense Logistics Agency

Supervisor: *Juan Perez*

Contact: (407) 765-7533

Email: juan.perezmorales.mil@army.mil

January 2024 – February 2024

Fort Belvoir, Virginia

Pay grade: Volunteer

Hour per week: 8-10

Duties and Responsibilities:

- **Event Setup & Coordination:** Assisted with setup, coordinated with staff, directed guests, and maintained event flow.

- **Material Distribution:** Distributed event materials and promotional items to attendees.
- **Customer Service & Assistance:** Provided support, answered questions, and ensured a welcoming atmosphere.
- **Event Breakdown & Cleanup:** Helped with cleanup, packing up materials, and leaving the space in good condition.
- **Volunteer Coordination:** Worked with volunteers to ensure efficient task completion and smooth event flow.
- **Health & Safety Support:** Monitored safety guidelines to ensure compliance throughout the event.
- **Protocol Adherence & Event Success:** Ensured the event followed protocols, contributing to its success.

Wine Server

Silk Road Wines

Supervisor: *Adalbert Arakelov*

Contact: (561) 703-0820

October 2023- December 2023

Washington DC, Virginia

Pay grade: Seasonally

Hours per week: 8-10

Duties and Responsibilities:

- **Customer Greeting & Assistance:** Welcome guests, assist with wine selection based on preferences and food pairings, and offer recommendations on regions, varietals, and flavors.
- **Wine Service:** Present wine for approval, pour carefully, and offer a taste before serving others.
- **Wine List Knowledge & Education:** Stay updated on wines and trends, sharing informed recommendations and participating in wine education.
- **Inventory Management & Storage:** Monitor stock, track popular wines, and alert management about low inventory for reordering.
- **Wine Station Setup:** Prepare and organize wine service stations with necessary tools, glassware, and bottles.
- **Customer Interaction & Upselling:** Build rapport with guests, suggest pairings, and encourage upselling to enhance the experience.
- **Cleanliness & Organization:** Maintain a clean, organized wine service area and reset after guests.
- **Continuous Wine Trend Education:** Stay current with industry trends, new regions, and producers to enhance customer service.

Accomplishments: I managed inventory for a winery, boosting sales by 15% and customer satisfaction by 20%. I optimized stock rotation, reduced waste, and built strong customer relationships, driving repeat business and brand engagement.

Receiving Manager

Burlington Incorporation

Supervisor: *Robert Lassitier*

Contact: (571) 581-4777

Email: rob.lassitier@yahoo.com

February 2023- December 2023

Fredericksburg, Virginia

Pay grade: Full-Time

Hours per week: 40

Duties and Responsibilities:

- **Receiving Shipments:** Oversaw receipt of goods, ensuring accuracy in products, quantities, and types per purchase orders.
- **Inspecting Deliveries:** Inspected shipments for damages or discrepancies, reporting issues for returns or replacements.
- **Inventory Management:** Updated inventory records to prevent overstocking or stockouts.
- **Organizing and Storing Merchandise:** Managed the efficient organization and storage of merchandise.
- **Managing Receiving Team:** Led and trained a team of 25 associates, ensuring policy compliance and productivity.
- **Documentation and Reporting:** Maintained records of received goods, discrepancies, and returns, providing inventory reports to management.
- **Compliance with Safety and Legal Standards:** Ensured operations followed safety regulations, including proper handling of hazardous goods in compliance with OSHA.
- **Coordination with Other Departments:** Worked with departments to ensure efficient distribution of products to store areas.
- **Handling Returns and Exchanges:** Managed customer returns, inspecting items and updating inventory.
- **Continuous Improvement:** Recommended process improvements to enhance efficiency and meet customer needs.

Accomplishments: In two months, I was promoted to Manager, becoming the youngest cross-trained manager. I helped with new store openings, trained new hires, reduced stock discrepancies by 20%, cut workplace accidents by 10%, and increased storage capacity by 15%.

Customer Service Supervisor
Burlington Incorporation
 Supervisor: *Ian White*
 Contact: (540) 623-0150

December 2022- February 2023
 Fredericksburg, Virginia
Pay grade: Full- Time
Hours per week: 40

Duties and Responsibilities:

- **Team Leadership & Supervision:** Managed a team of over 10 customer service associates, enhancing team performance through coaching and mentorship. Provided ongoing training and development to improve efficiency and customer interactions. Assigned daily tasks and monitored performance to ensure operational success.
- **Team Leadership & Supervision:** Managed a team of 10+ associates, enhancing performance through coaching, training, and task delegation to ensure operational success.
- **Customer Interaction & Issue Resolution:** Resolved escalated customer issues with empathy, serving as the point of contact for complex inquiries and complaints.
- **Operational Efficiency & Process Improvement:** Implemented best practices, ensured policy compliance, and optimized processes in cash handling and inventory control.
- **Performance Monitoring & Reporting:** Tracked customer service metrics, prepared reports, and took corrective actions based on feedback and performance data.
- **Compliance, Security & Loss Prevention:** Ensured policy adherence, identified theft risks, and trained staff on fraud prevention and loss prevention measures.

Accomplishments: In six months, I was promoted to Closing Manager for leadership and operational skills. I increased customer satisfaction by 15%, improved interactions, and maintained a 95% first-contact resolution rate. I also reduced cash discrepancies by 10%.

Closing Manager**Burlington Incorporation**Supervisor: *Contessa Hinson*

Contact: (540) 681-9870

July 2022- December 2022

Fredericksburg, Virginia

Pay grade: Part- Time**Hour per week:** 30**Duties and Responsibilities:**

- **Store Operations & Closing Procedures:** Led closing operations, ensuring store security, cleanliness, and readiness for the next day through final inspections.
- **Leadership & Team Supervision:** Supervised closing staff, delegated tasks, trained employees on procedures, and coordinated with department heads for smooth shift transitions.
- **Customer Service & Issue Resolution:** Addressed last-minute customer concerns, ensuring a positive experience and reinforcing company policies before closing.
- **Sales & Inventory Management:** Monitored stock levels, conducted end-of-day inventory checks, and communicated restocking needs to opening teams and management.
- **Cash Handling & Financial Accuracy:** Reconciled sales transactions, secured cash deposits, and prepared financial reports, resolving discrepancies before closing.
- **Safety, Security & Loss Prevention:** Ensured store safety and security by monitoring activities, addressing risks, and collaborating with asset protection to minimize theft.

Accomplishments: Promoted to Closing Manager after one year, improving closing efficiency, reducing errors, and enhancing security. Reduced closing time by 20% while maintaining store standards and security protocols.

Cashier**Burlington Incorporation**Supervisor: *Zachary Strine*

Contact: (240) 424-8771

June 2021- July 2022

Clinton, Maryland

Pay grade: Part- Time**Hour per week:** 25**Duties and Responsibilities:**

- **Transaction Processing & Payment Handling:** Scan items, process payments, handle returns, and issue receipts while ensuring accuracy in cash handling.
- **Customer Service & Issue Resolution:** Greet customers, answer inquiries, resolve complaints, and promote sales and promotions to enhance the shopping experience.
- **Accuracy & Compliance:** Follow company policies for transactions and refunds, maintaining communication with supervisors to ensure smooth operations.
- **Store Operations & Efficiency:** Keep the register area clean and organized, assist with bagging, and support restocking and store maintenance.
- **Cash Handling & Loss Prevention:** Monitor and balance the cash register, report discrepancies, and follow security protocols to prevent theft and fraud.

Accomplishments: Became cross-trained within six months, promoting sales and discounts to enhance customer experience and boost revenue.

Stocker**Key Food Fresh Supermarket**Supervisor: *Pascual*

Contact: (352) 789-6240

October 2020- November 2020

Ocala, Florida

Pay grade: Part- Time**Hours per week:** 25

Duties and Responsibilities:

- **Inventory Management & Stocking:** Received, organized, and restocked merchandise to maintain store stock levels and ensure product availability while keeping displays appealing.
- **Store Organization & Presentation:** Kept aisles clean and organized, ensuring proper labeling, pricing, and arrangement of products, and set up promotional displays to boost sales.
- **Product Handling & Quality Control:** Inspected shipments for issues, rotated stock, checked expiration dates, and assisted with inventory counts to maintain accuracy and product quality.
- **Customer Assistance & Service:** Helped customers find products, answered inquiries, and offered recommendations to improve their shopping experience.
- **Cash Handling & Transaction Support:** Processed cash transactions efficiently, managed returns, and worked with staff to ensure a smooth checkout process.
- **Compliance & Safety:** Followed safety guidelines, operated warehouse equipment safely, and ensured compliance with store policies and regulations.

Accomplishments: Streamlined restocking processes, assisted in inventory audits, and improved stock accuracy. Provided customer support by helping shoppers locate products, enhancing their experience. Contributed to a 10% increase in store efficiency through accurate inventory management and reporting discrepancies.

EDUCATION

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| <ul style="list-style-type: none">• Bachelor of Science Business Administration
<i>Southern New Hampshire University</i>
Awards: Dean List | GPA: 3.8
Manchester, New Hampshire |
| <ul style="list-style-type: none">• High School Diploma, Advance Studies
<i>Mountain View High School</i>
Awards: Honor Roll | GPA: 3.8
Stafford, Virginia |

SUMMARY OF SKILLS

Technical Skills: Microsoft Office Suite, Schedule Management, Talent Management

Language Skills: Fluent in Spanish and English, Limited proficiency in French

Interpersonal Skills: Active Listening, Critical Thinking, Problem Solving

Certifications: Certification in Critical Thinking

Completion Date: May 2024

Professional Affiliations: Lifetime member of the National Society of Leadership and Success