

KAYLA M. GUERRA

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34 Marion Avenue
Cliffside Park, NJ 07010

Achievements

- Southern New Hampshire University Presidents List
- St. Johns University Writing Symposium certificate
- Friendship House Volunteer Hackensack, NJ

PROFILE

A capable and professional individual seeking a position that will utilize a strong background in efficiently managing multiple priorities. Seeking to leverage my strong interpersonal communication skills and proven track record of maintaining composure and professionalism in a fast-paced environment. Hard working and committed to make a positive contribution your company.

EXPERIENCE

Stylist/Senior Lead, Old Navy; Edgewater, NJ — May 2021- November 2022

- Build brand experience by adopting a client first attitude, developing product knowledge, and acting as a brand ambassador
- Actively participate in new hire training and assist in peer development
- Communicate financial results, forecasts, and action plans to manager and cross-functional team on a weekly basis
- Access electronic and paper cataloging systems to look up product information and availability.
- Provide leadership insights and options to enhance sales processes and increase revenues.

Merchandise Associate, Homegoods; Edgewater, NJ — Oct. 2020- March 2021

- Maintain and stock the sales floor, Including sales counters and all store displays and uprights/shelves, Assist with display changes.
- Facilitated in order placement and billing mechanism.
- Operated the POS system without issue.
- Assist team leaders in developing a hypothesis driven approach to solving the customer issues at hand.

Head Cashier, Shoprite; Palisades Park, NJ — May 2019- Sept. 2020

- Ensure that procedures for fast cashiering are followed through the execution of Integrated Store Operations (ISO) standards; schedule backup and manage breaks
- Provided superior Customer Service and had constant communication with customers
- Trained new cashiers on the POS system, monitored cash limits, and prepared up to \$10,000 in nightly deposits.
- Maintained a positive, customer-first attitude, exceeding customer satisfaction targets.

EDUCATION

Southern New Hampshire University, Manchester, NH — Bachelor of Arts (Pending)

Bergen Community College, Paramus, NJ — Associate of Science

SKILLS

- Fluent in Spanish Microsoft Office Scheduling PowerPoint
- Decision Making Time Management POS Systems. Problem Solving