

AMANDA SEDER

Dallas, TX | 310.283.1278 | mandyflores@outlook.com

PROFESSIONAL SUMMARY

Reliable and driven retail professional with 15+ years of experience in team leadership, customer service, merchandising, and operations management. Proven ability to manage multi-department teams, train new staff, and uphold brand standards in fast-paced environments. Currently pursuing a degree in Business Administration and Management to further develop leadership and strategic skills. Eager to bring initiative, dependability, and a growth mindset to a management role.

CORE COMPETENCIES

- Staff Training & Development
- Customer Experience Leadership
- Multi-Department Oversight
- Hiring & Scheduling (Kronos)
- Merchandising & Visual Standards
- Inventory Management
- Microsoft Office Suite & Adobe Creative Suite
- Cross-Functional Collaboration
- Safe Handling & Cash Management
- Time Management & Team Motivation

PROFESSIONAL EXPERIENCE

Target – Dallas, TX

Guest Service Advocate / Style Team Member / Deli & Bakery

May 2023 – Present

- Certified Trainer responsible for onboarding and mentoring new team members.
- Currently serve as a Guest Service Advocate, leading the front-of-store experience and resolving customer concerns promptly.
- Supported Style department for 8 months and Deli/Bakery for 4 months, demonstrating adaptability and product knowledge across categories.

Marshalls – Dallas, TX

Operations Manager / Merchandising Manager / Department Coordinator

October 2011 – April 2023

- Supervised up to five departments, overseeing visual standards, merchandising, and team performance.
- Managed store operations including scheduling, hiring, onboarding, and backroom organization.
- Delegated daily tasks, trained associates, and ensured compliance with company policies and productivity goals.

Payless ShoeSource – Dallas, TX

Key Carrier / Sales Associate

December 2009 – October 2011

- Opened and closed the store, performed daily bank deposits, and managed team operations during shifts.
- Processed and displayed shipments, maintained inventory accuracy, and delivered high-level customer service.

Home Depot Design Expo Center – Dallas, TX

Sales Associate

August 2008 – February 2009

- Guided customers through product selections for home remodels, using design insights and customer-focused service.
- Built product knowledge in high-end furnishings and maintained strong visual merchandising standards.

EDUCATION

Southern New Hampshire University – Online

B.S. Business Administration and Management (In Progress)

October 2023 – Present

- Honor Roll, Dean's List, and President's List
- Member, National Society of Leadership and Success (NSLS)

Harbor Gateway Adult Learning Center – Los Angeles, CA

High School Diploma, 2006