

CHLOE POWERS

PROFESSIONAL SUMMARY

Energetic and resourceful management professional with expert team leadership, planning, and organizational skills. Experienced in directing and improving operations through effective employee motivational strategies. Proficient in best practices, market trends, and regulatory requirements of industry operations. Talented leader with analytical approach to business planning and day to day problem solving. Resourceful Manager offering history of success coordinating and monitoring operations across various departments. Effective leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Highly committed with hardworking mentality to maintain quality of services and products.

SKILLS

- Commitment to quality and service
- Strategic planning
- Time management
- Problem-solving skills
- Decision-making skills
- Staff collaboration
- Business Development
- Work Planning and Prioritizing
- Creative Thinking
- Dependable and Cooperative
- Excellent Communication

WORK HISTORY

SALON MANAGER 10/2020 to Current
Angela's Pure Salon & Spa, Sarasota, FL

- Scheduled employees to maintain adequate coverage during business hours.
- Set, enforced and optimized internal policies to maintain responsiveness to demands.
- Assessed supplier quality to maintain tight cost controls and maximize business operational performance.
- Recorded weekly supply and inventory needs and made regular orders worth \$1,200.
- Networked at various industry events to promote business.
- Built business through commitment to excellent customer service, resulting in customer loyalty and retention.
- Consistently received positive feedback from guests on performance reviews.
- Controlled inventory by tracking expenses, purchases and shelf stock.
- Oversaw and handled business finances, cash flow, overall business transactions, banking and accounting procedures.
- Removed outdated policies and modernized structure.
- Sourced high-quality and trending hair care products for salon, placing orders with suppliers.
- Promoted business through marketing initiatives and use of social media.
- Answered over 23 phone calls and emails per day by taking detailed messages and relaying messages to appropriate personnel.
- Recruited, trained and supervised 5 employees.

KEY HOLDER LEADER 06/2017 to 10/2020

Shore , Sarasota, FL

- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Accepted and processed customer returns.
- Received and counted money.
- Broke down boxes and disposed of trash.
- Processed cash, credit, debit and check payments.
- Opened and closed store 5 days per week by counting registers, making deposits and storing and filing all daily paperwork.
- Opened inventory boxes and restocked shelves.
- Submitted reports to senior management to aid in business decision-making and planning.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Established and optimized schedules to keep coverage and service in line with forecasted demands.
- Supported smooth front end activities through steady product flow and accurate pricing.
- Accepted merchandise and entered appropriate coding into company tracking system.
- Packed and unpacked shipments, reporting discrepancies and keeping precise log of receipts.
- Organized stockroom for quick and safety-centered workflow and prepared for company inspections.

HOSTESS 10/2016 to 06/2020

Kumo Japanese Steakhouse, Sarasota, FL

- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Assisted managers with quickly resolving service- and food-related issues.
- Checked and restocked server areas and organized and got change for front counter.
- Recorded available tables after seating each party using specialized seating software.
- Documented reservations, alerted servers and managers of large groups and prepared seating.
- Assisted FOH and BOH staff with preparing for events to coordinate smooth execution to maximize guest satisfaction.

EDUCATION

State College of Florida, Sarasota

Associate of Arts, Foods, Nutrition, And Wellness Studies, Expected in 05/2024

Cardinal Mooney High School, Sarasota

High School Diploma, 05/2017

- Member of St. Vincent De Paul
- MVP in lacrosse
- Elected Captain of lacrosse and soccer