

RESUME 1016

OBJECTIVE

Motivated and adaptable professional seeking to transition out of the retail and convenience-store industry into a role that offers long-term growth, stability, and the opportunity to apply strong organizational, leadership, and customer-service skills in a new environment.

SUMMARY OF QUALIFICATIONS

- Over 10 years of experience in store operations, shift leadership, and franchise management.
- Strong background in inventory control, ordering, and vendor coordination.
- Highly accurate with cash handling, daily summaries, and financial reporting.
- Skilled in food service operations including deli management, safety procedures, and quality control.
- Experienced in state lottery operations including compliance, reporting, and machine management.
- Effective team leader with experience training, supervising, and supporting staff.
- Proven ability to multitask and maintain smooth operations in fast-paced retail environments.
- Excellent customer-service skills developed through retail work and professional hairdressing.
- Reliable, detail-oriented, and able to take initiative without supervision.
- Adaptable professional ready to apply transferable skills to a new industry.

PROFESSIONAL EXPERIENCE

10/2006 - Present

Manager

7-Eleven (Franchise Store), Niagara Falls, NY

- Oversee all daily store operations, ensuring compliance with franchise standards and local regulations.
- Manage inventory, ordering, and stock levels to maintain product availability.
- Complete daily cash summaries and reports with consistent accuracy.
- Supervise and trained staff in cashiering, stocking, and customer-service procedures.
- Direct lottery operations, ensuring accuracy and adherence to state rules.
- Coordinate food preparation, safety, and quality standards for deli and hot food programs.
- Provide frontline customer service during peak hours, supporting cashiering and store floor operations.

04/1993 - 10/2006

Shift Leader / Assistant Manager

7-Eleven (Corporate Store), Niagara Falls, NY

- Led shift operations, including cashiering, opening/closing procedures, and cash reports.
- Handled product ordering, stocking, and inventory rotation.
- Managed deli functions, food prep, and sanitation requirements.
- Maintained lottery machine operations and reporting accuracy.
- Assisted with deliveries, vendor coordination, and back-room organization.
- Provided excellent customer service in a fast-paced retail environment.

08/1988 - 04/1993

Hairdresser

Great Expectations, Niagara Falls, NY

- Delivered personalized haircare services including cutting, coloring, and styling.
- Consulted with clients to determine services based on needs and preferences.
- Ensured a clean, safe, and welcoming salon environment.
- Built strong client relationships leading to repeat business and referrals.

EDUCATION, TRAINING, AND ACHIEVEMENTS

College of Operations Leadership Certification

7-Eleven, Buffalo, NY

Cosmetology Diploma

O/N BOCES, Sanborn, NY

Regents Diploma

Wilson Central School, Wilson, NY