

JESSICA NEUMANN

Jessneu@me.com
13213 Hampton Park Ct.
239-848-6530

EDUCATION

Florida Gulf Coast University, Fort Myers, FL

Expected Graduation: Spring 2014

Pursuing a B.A. Degree in Art with a focus in *Digital Media Design*

- Honors Program; 3.7 cumulative GPA; Dean's List (four semesters)
- *Relevant Coursework: Adobe and Microsoft software Certified: Photoshop, Excel, Outlook, Powerpoint, Dreamweaver*

Lehigh Senior High School, Lehigh Acres, FL

Graduation: May 12, 2012

- Honors Program; 4.0 cumulative GPA; 6.0 weighted GPA
- *Relevant Coursework: Adobe and Microsoft software Certified: Photoshop, Excel, Outlook, Powerpoint*
- NHS – National Honor Society
- Yearbook Designer for 3 years

WORK EXPERIENCE

Loft Outlet, Estero, FL

(April 21, 2014 – Currently)

Sales Lead

- Leading a team of sale associates in achieving the same goal towards sales, ROV (return on visit), and converting each client into a buyer.
- Setting the standard for great customer service.
- Motivating the team to accomplish daily goals and tasks
- Handling the deliveries, checking quality, expiry date, price and correct quantity

Ann Taylor Factory, Estero, FL

(January 15, 2014 – April 20, 2014)

Sales Lead

- Leading a team of sale associates in achieving the same goal towards sales, ROV (return on visit), and converting each client into a buyer.
- Assisting and supporting the managers when they are not there to look after the staff.
- Keeping on track to meet the monthly budgets and targets
- Ensuring that newly-received product is stocked in a timely manner
- Motivating staff and maintaining a positive work environment

Ecko Unlimited, Estero, FL

(April 6, 2013 – January 26, 2014)

Assistant Manager

- Being attentive to my employees by motivating them to succeed and improve. Even if business is slow, I keep the staff in high spirits and is as helpful as possible to customers and clients.
- Delegating tasks to employees to keep business running smoothly.
- Acting as a role model; overseeing employees and making sure they are following the company's rules and policies.
- Handling the deliveries, checking quality, expiry date, price and correct quantity

Things Remembered, Fort Myers, FL

(July 2012 –March 2013)

Assistant Manager

- Multi-tasking such as engraving, answering phone calls, and assisting customers when they have questions, concerns or complaints.
- Overseeing the coordination of packing, shipping, and the team in accomplishing the sales goal
- Assisting the manager with responsibility of shipping out items that were ordered through our website.
- Being responsible for recruiting and interviewing quality people to staff location, as well as making sure these new employees transition as smoothly as possibly into their jobs.

CAMPUS AND COMMUNITY INVOLVEMENT

- Performed 180 community service hours towards the Gulf Coast Humane Society by caring for the animals, and performing clean-up with the Honors program.