

Rosalba Huerta

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Objective

To apply my creative designing skills to gain experience for a Design position with a Design Firm or Agency

Education

City College of Technology, Brooklyn, NY, United States
Pursuing Bachelors in Communication Design (expected completion 2016)

Skills

Adobe Suites (InDesign, Illustrator, Photoshop, Dreamweaver), Microsoft (Word, Excel, Power Point), iWork (Pages, Keynote, Numbers, iMovie), Typography, Color Theory, Print Design and Layout, Communication, Social Media marketing, Taking Direction

Employment History

Apple Fifth Avenue, New York, NY, United States
Specialist July 2013 – Present

- Taking part in Back of House Career Experience
- Processing product heading to Warehouse
- SAP experience
- Keeping track of inventory levels through daily inventory counts
- Assisting Inventory Control Specialist with inventory stock adjustments
- Customer service
- Phone Operator
- Stock retrieval/replenishment, partner with Visual Specialists to assist with replenishment/product requests from sales floor
- Further assist consumers with personal setup
- Cellular contract activations
- Greeter/On Point, direct consumers and partner them up with fellow Specialists
- Ensuring that I find the best solution for the consumer during every interaction.
- Communicating and Partnering from those above or at my level of expertise

Nike Town New York, NY, United States
Athlete September 2009 - Present

- Assist Customer Service/Launch Media team with incoming phone orders, answered over the phone launch inquires and directed them to our social media outlets
- Processed in-store employee as well as Corporate Comps
- Supervise Cash Wrap and sales floor when needed

- Led morning store huddles as well as floor huddles
- Shifted coverage for zones when needed
- Train rookies on Cash Wrap operations, from returns, exchanges, to cash handling
- Performs visual merchandising tasks for floor switches or resetting of sections
- Provides training for rookies to seasoned athletes on visual standards
- Provide premium customer service
- Drived sales of Nike Fuelband and Sportwatch through interactions that consisted of demos as well as real life experiences
- Helped drive Net Promoter Score through team challenges
- Vast product knowledge
- Participate in monthly initiatives for all categories from MLB, NFL, Basketball, Tennis, Nike+ Fuelband, Nike+ Running

Target, Elmhurst, NY, United States
July 2007 – June 2013

Perishables Assistant P-FRESH / Logistics Zone September 2010 - July 2013

- Supervised the overnight P-Fresh team
- Team Trainer
- Processed and in charge of the breakdown of 15-20 pallet nightly food deliveries
- Ensured processes were up to Health Code both on the sales floor and in stockroom

Planogram Team June 2010 – September 2010

- Ensured aisles were up to planogram standard
- Set store planograms
- Pulled and staged product
- Took part in the visual merchandising of all departments

Sales Associate July 2007 – June 2010

- Team trainer
- Supervised both Health & Beauty Aid and Market Departments
- Scheduled breaks and Zones for team
- Supported other departments by managing coverage
- Customer service
- P.O.S experience
- Inventory: Stock replenishment and Department visual standards
- Created food orders for perishables product in Market Department coolers
- Processed and separated incoming food deliveries for the Market Department