CIERRA MARTINEZ

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Professional Summary

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

Skills

- Project Planning
- Sales Expertise
- Sales Team Development
- Verbal and Written Communication
- Supervision and Training
- Time Management
- Event Management
- Team Leadership
- Inventory Control
- Client Relations
- Customer Experience
- Process Improvement

Work History

General Manager, 06/2023 to Current
1920 Ybor: Music and Art Venue – Tampa

- Developed and implemented strategies to increase sales and profitability.
- Monitored financial performance, set budgets and controlled expenses to provide financial stability and long-term organizational growth.
- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Formulated policies and procedures to streamline operations.
- Developed and maintained relationships with customers and suppliers through account development.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Assisted in recruiting, hiring and training of team members.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.

Bartender, Key-Holder Manager, 01/2018 to 09/2023

Maloneys Local Irish Pub – Tampa

- Performed opening and closing duties, printing sales reports, setting up for incoming shift, preparing cash drawers, and taking inventory.
- Followed alcohol awareness procedures for preventing excessive guest intoxication.
- Handled simultaneous customer, team, and business needs while avoiding unnecessary delays or errors.
- Trained new bartenders on drink preparation, product promotion, garnish preparation, and sanitation protocol.
- Adhered to state laws regarding alcoholic beverage services and customer regulations.
- Obtained cash bank and stocked service bar to prepare for operation.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.

Hairstylist/ Salon Manager, 01/2016 to 01/2022
Brush Blow & Go – Tampa, FL

- Controlled inventory by tracking expenses, purchases, and shelf stock.
- Coached and trained employees to optimize performance and achieve demanding business objectives.
- Built business through commitment to excellent customer service, resulting in customer loyalty and retention.
- Worked to continuously increase salon business through effective sales, service, and operations policies.
- Maximized business efficiency by completing thorough and accurate daily management tasks such as overseeing registers, organizing inventory, and delegating tasks.
- Promoted business through marketing initiatives and use of social media.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Provided staff coaching, mentoring, and consultation to enhance performance and professional development.

Education

BAS: Management and Organizational Leadership, 05/2023
St. Petersburg College
GPA: 3.0

AA: Business Administration, 05/2020
Hillsborough Community College
GPA: 3.3