# Ha-rin Nielsen

*Retail and Hospitality Operations Professional*

Chicago · Illinois · US

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## Summary

Resourceful and reliable professional with a strong background in retail and hospitality operations management. Experienced in customer service, inventory control, and team collaboration within fast-paced environments. Known for attention to detail, adaptability, and a friendly approach to client-facing situations. Seeking new opportunities to leverage organizational skills and a positive attitude.

## Experience

### Assistant Store Manager at Lakeside Boutique

01 Nov 2021 – 31 Jan 2024

Oversaw daily retail operations, including opening/closing procedures and balancing registers. Managed inventory, tracked stock levels and coordinated reorders. Supervised a team of 4 part-time employees, scheduled shifts and facilitated onboarding. Responded to customer queries, returns, and complaints in a positive manner. Organized in-store displays and seasonal promotions.

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* Supervised a team of 4 part-time employees, scheduled shifts and facilitated onboarding
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* Organized in-store displays and seasonal promotions

### Receptionist & Office Assistant at Bear & Finch Events

01 Apr 2019 – 31 Oct 2021

Greeted clients and managed incoming phone calls for a busy event planning office. Maintained calendars, tracked appointments, and organized vendor files. Assisted with basic invoicing and coordinated courier pickups. Posted updates and photos on company Instagram and Facebook.

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### Barista at Java House Café

01 Jun 2017 – 31 Jan 2019

Prepared espresso drinks to order and handled cash/POS transactions. Trained new team members on health & safety standards. Maintained a clean and welcoming customer environment. Contributed to small team marketing events for campus promotions.

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## Education & Training

### Associate of Arts, General Studies

Oakton Community College

01 Jan 2015 – 31 Dec 2017

## Skills

Customer Service, Cash Handling, Inventory Management, Visual Merchandising, Event Coordination, Time Management, Conflict Resolution, Microsoft Word & Excel, POS Systems, Scheduling, Food & Beverage Preparation, Filing & Data Entry, Social Media Posting, Light Bookkeeping, Spanish

## Languages

### English | – Present

native

### Spanish | – Present

basic conversational

## Certifications & Credentials

### Food Handler Certificate | 2018-01-01

Illinois

## Awards

### Employee of the Month | 2023-03-01

Lakeside Boutique

Employee of the Month, Lakeside Boutique, March 2023.

## Projects

### Gap in Employment: Feb 2019 – Mar 2019 | 01 Feb 2019 – 31 Mar 2019

Travelled abroad and completed an online customer relations seminar.

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## Interests

### Vintage clothing restoration | – Present

### Knitting | – Present

### Community volunteering at animal shelters | – Present

## References

### – Present