# Aarav Huamán

*Retail and Customer‑Service Professional*

Los Angeles · California · US

aarav.huaman@email.com | (310) 555‑0198 | https://linkedin.com/in/aaravhuaman

*Layout style: single-column*

## Summary

Resourceful retail and customer‑service professional with 8 years of experience handling high‑volume transactions, inventory control, and basic data reporting. Proven ability to translate operational data into clear, actionable insights using Excel, Google Data Studio, and introductory SQL. Strong communicator who builds rapport with customers, cross‑functional teams, and external partners. Currently expanding analytical skill‑set through a Google Data Analytics certificate and self‑directed learning in dbt and Snowflake. Seeking to leverage transferable skills and a keen interest in clean‑energy data to grow as a Data Analyst at EnergyHub.

## Experience

### Retail Operations Associate at GreenLeaf Pharmacy & Wellness

01 Mar 2021 – Present

Manage daily POS operations for a high‑traffic pharmacy.

* Manage daily POS operations for a high‑traffic pharmacy, processing ~300 transactions per shift with 99.8 % accuracy.
* Conduct weekly inventory audits; created an Excel dashboard that visualized stock levels, shrinkage, and reorder points, improving inventory accuracy by 12 %.
* Generate daily sales and prescription‑fill reports, summarizing key metrics for pharmacy manager and corporate headquarters.
* Collaborate with the pharmacy tech team to flag missing or delayed prescription data, reducing lookup time by 15 %.
* Train new cashiers on POS procedures and data entry standards; recognized for consistency and reliability.

### Customer Service Representative at MetroMart Superstore

01 Jun 2017 – 01 Feb 2021

Handled customer inquiries, returns, and cash handling for a large retail floor.

* Handled customer inquiries, returns, and cash handling for a 20,000‑sq‑ft retail floor; maintained a 95 % satisfaction rating in post‑interaction surveys.
* Performed end‑of‑day cash reconciliation and uploaded sales logs into the company’s SQL‑based reporting system via a custom CSV import script (basic SQL).
* Designed a simple Google Sheets tracker for weekly sales by department, enabling managers to spot trends and adjust staffing levels.
* Coordinated with merchandising and supply‑chain teams to resolve stock‑out issues, reducing out‑of‑stock incidents by 8 %.

### Sales Associate at TechGear Electronics

01 Jan 2015 – 01 May 2017

Assisted customers with product selection for consumer electronics.

* Assisted customers with product selection for consumer electronics, achieving an average sales conversion rate of 22 %.
* Produced monthly sales performance summaries using Excel pivot tables; insights contributed to a 5 % increase in quarterly revenue.
* Managed product returns and warranty processing, ensuring compliance with manufacturer guidelines.

### Administrative Assistant at City Library

01 Sep 2012 – 01 Dec 2014

Maintained the library’s patron database and provided front‑desk support.

* Maintained the library’s patron database, performing data entry and regular clean‑up to ensure accuracy.
* Created and distributed weekly usage reports to senior staff using Microsoft Access queries and Excel charts.
* Provided front‑desk support, handling inquiries, reservation scheduling, and event coordination.

### Career Gap (Full‑time caregiver) at Self‑Employed

01 Apr 2020 – 01 Sep 2020

Full‑time caregiver for an immediate family member.

* Full‑time caregiver for an immediate family member; utilized the period to complete online courses in data fundamentals (SQL, Python basics) and volunteer at a local community garden.

## Education & Training

### Bachelor of Arts, Business Administration

University of California, Los Angeles (UCLA)

– 01 Jun 2012

## Skills

Core Competencies

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Fluent

## Certifications & Credentials

### Google Data Analytics Professional Certificate | 2025-11-01

Google

### SQL for Data Science | 2025-04-01

Coursera

### Basic Tableau Desktop | 2023-01-01

Internal Corporate Training

## Awards

### Inventory Dashboard Implementation (GreenLeaf Pharmacy) | – Present

Designed an Excel‑based dashboard that reduced stock‑taking time by 30 % and cut inventory discrepancies by 12 %.

### Sales Reporting Enhancement (MetroMart) | – Present

Built a Google Sheets tracker that identified under‑performing categories, prompting targeted promotions that lifted departmental sales by 5 % in one quarter.

### Employee of the Month (GreenLeaf Pharmacy) | – Present

Awarded three times (2022 Q1, 2023 Q3, 2024 Q2) for outstanding accuracy, teamwork, and customer service.

### Process Improvement Initiative (MetroMart) | – Present

Streamlined cash‑out procedures, decreasing end‑of‑day reconciliation errors by 15 %.

## Interests

### Interests | – Present

* Sustainable technology
* Smart‑home gadgets
* Data visualization art
* Cycling
* Hiking

## References

### Available upon request | – Present