# Ema Morina

*Procurement Analyst (aspiring)*

Los Angeles · California · US

ema.morina@email.com | (213) 555-0198

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| **Profile**  Resource‑driven professional with 12 years of progressive experience in retail, customer service, and administrative support. Demonstrated ability to manage inventory, process high‑volume transactions, and generate routine operational reports. Strong analytical mindset reinforced by hands‑on exposure to POS systems, basic SQL queries, and advanced Excel functions (VLOOKUP, pivot tables, macros). Proven track record of improving process efficiency and delivering consistent, customer‑focused results. Currently pursuing a Six Sigma Green Belt to deepen process‑improvement capabilities and planning certification as a Procurement Analyst. Seeking to leverage transferable skills to support data‑driven decision‑making within Republic Services’ Procurement organization.  **Skills**  Data & Analytical Tools, Operational & Supply‑Chain Exposure, Customer‑Facing & Service, Administrative & Organizational, Communication & Leadership, Technical & IT  **Languages**  English — Native speaker  Spanish — Conversational  **Awards**  Inventory Shrinkage Reduction | 2022-12-01  Target Corporation  Decreased department shrinkage by 12 % within 12 months at Target through targeted audits and staff coaching.  Cash‑Handling Efficiency | 2022-12-01  Target Corporation  Redefined register close workflow, achieving a 15 % faster turnaround and a 0.2 % variance rate across all shifts.  Sales Uplift Leadership | 2022-12-01  Target Corporation  Led a holiday‑season floor team that exceeded sales targets by 8 %, contributing to a $1.2 M revenue increase for the department.  Data Accuracy Initiative | 2014-06-30  Logistics Solutions LLC  Executed a data‑entry validation project at Logistics Solutions, attaining a 99.5 % accuracy rate in shipment records.  **Certifications**  Six Sigma Green Belt (In Progress) | 2025-10-01  ASQ  Certified Procurement Analyst (Planned) | 2025-09-01  Institute for Supply Management  **Interests**  Sustainable waste management and circular economy concepts  Community gardening and urban composting initiatives  Hiking and outdoor photography | **Experience**  **Customer Service Supervisor at Target Corporation**  01 Jun 2021 – Present  Supervise a floor team of 6 associates, scheduling shifts and ensuring coverage during peak hours. Manage daily cash drawers and reconcile end‑of‑day reports, consistently achieving < 0.2 % variance. Conduct weekly inventory audits for a 3,500‑SKU department; reduced shrinkage by 12 % YoY through spot‑checks and staff training. Generate sales performance dashboards in Excel, employing pivot tables and conditional formatting to present trends to district managers. Implemented a streamlined register‑close procedure that cut average checkout time by 15 %, improving customer satisfaction scores (CSAT + 8 pts).   * Supervise a floor team of 6 associates, scheduling shifts and ensuring coverage during peak hours. * Manage daily cash drawers and reconcile end‑of‑day reports, consistently achieving < 0.2 % variance. * Conduct weekly inventory audits for a 3,500‑SKU department; reduced shrinkage by 12 % YoY through spot‑checks and staff training. * Generate sales performance dashboards in Excel, employing pivot tables and conditional formatting to present trends to district managers. * Implemented a streamlined register‑close procedure that cut average checkout time by 15 %, improving customer satisfaction scores (CSAT + 8 pts).   **Pharmacy Assistant at CVS Health**  01 Jan 2018 – 31 May 2021  Assisted licensed pharmacists with prescription intake, verification of patient information, and medication labeling. Handled point‑of‑sale transactions for pharmacy and retail sections, processing up to 120 prescriptions daily. Maintained accurate inventory of OTC products; performed monthly cycle counts and coordinated re‑orders with vendors via basic Excel order sheets. Trained two new staff members on HIPAA compliance and cash handling, fostering a compliant and efficient front‑of‑house environment.   * Assisted licensed pharmacists with prescription intake, verification of patient information, and medication labeling. * Handled point‑of‑sale transactions for pharmacy and retail sections, processing up to 120 prescriptions daily. * Maintained accurate inventory of OTC products; performed monthly cycle counts and coordinated re‑orders with vendors via basic Excel order sheets. * Trained two new staff members on HIPAA compliance and cash handling, fostering a compliant and efficient front‑of‑house environment.   **Retail Associate (Cash & Stock) at Walmart Stores, Inc.**  01 Jul 2014 – 31 Dec 2017  Operated multi‑lane cash registers, processed an average of $25 K in daily sales, and balanced cash drawers with < 0.1 % discrepancy. Supported inventory replenishment for the home‑goods department, utilizing handheld scanners and Excel tracking sheets. Conducted price‑tag updates and shelf‑placement adjustments in line with promotional calendars. Recognized for “Outstanding Customer Service” (Q4 2016) after achieving a 96 % satisfaction rating in post‑interaction surveys.   * Operated multi‑lane cash registers, processed an average of $25 K in daily sales, and balanced cash drawers with < 0.1 % discrepancy. * Supported inventory replenishment for the home‑goods department, utilizing handheld scanners and Excel tracking sheets. * Conducted price‑tag updates and shelf‑placement adjustments in line with promotional calendars. * Recognized for “Outstanding Customer Service” (Q4 2016) after achieving a 96 % satisfaction rating in post‑interaction surveys.   **Administrative Assistant (Part‑Time) at Logistics Solutions LLC**  01 Mar 2013 – 30 Jun 2014  Provided clerical support for a small freight brokerage, entering shipment data into a proprietary SQL‑based tracking system. Produced weekly freight‑cost summaries for senior managers, employing basic SQL queries to extract volume and rate information. Coordinated inbound/outbound communications with carriers, ensuring timely document exchange and compliance with DOT regulations.   * Provided clerical support for a small freight brokerage, entering shipment data into a proprietary SQL‑based tracking system. * Produced weekly freight‑cost summaries for senior managers, employing basic SQL queries to extract volume and rate information. * Coordinated inbound/outbound communications with carriers, ensuring timely document exchange and compliance with DOT regulations.   **Education & Training**  **Bachelor of Arts, Business Administration**  California State University, Northridge  01 Sep 2008 – 31 May 2012  **References**  **References available upon request** |