

Gabriele Khay

Product Assistant

Dallas · Texas · US

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Profile

Results-oriented professional with 12 years of experience in retail operations, merchandising, and cross-functional project support. Proven ability to analyze market trends, coordinate vendor deliveries, and present actionable insights to senior leadership. Skilled at translating customer and store data into practical improvements that drive sales and operational efficiency. Currently augmenting product management knowledge through a Certified Scrum Product Owner program and preparing for a PMP certification. Seeking to leverage strong communication, analytical, and stakeholder management abilities to transition into a Senior Product Manager role for tangible consumer goods.

Skills

Product-related, Business & Analytics, Project Management, Operations, Communication, Technical, Soft Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Awards

Top Performer – Q4 2019 | 2019-12-31

MetroMart Superstores

Recognized as “Top Performer” for Q4 2019 by achieving the highest average CSAT score (4.9/5) across all store locations.

Certifications

Certified Scrum Product Owner (CSPO) | 2025-12-01

Scrum Alliance

Project Management Professional (PMP) | 2026-04-01

PMI

Interests

Emerging consumer tech trends | – Present

Data visualization | – Present

Hiking | – Present

Community theater | – Present

Experience

MetroMart Superstores

Retail Operations Coordinator | 01 Jun 2018 – Present

Partnered with the merchandising team to develop quarterly shelf planograms for 15 store locations, resulting in a 12 % YoY increase in category sales for household goods.

- Managed weekly vendor delivery schedules, reconciling purchase orders and invoices, and reduced late delivery incidents from 9 % to 3 % through proactive communication.
- Conducted monthly sales trend analysis using Excel pivot tables; presented findings to regional managers to inform assortment adjustments.
- Coordinated in-store product launch events for seasonal items, handling logistics, POS training, and post-launch performance tracking.
- Served as primary point of contact for store-level inventory audits, decreasing shrinkage by 15 % over two years.

Family Choice Pharmacy & General Retail

Assistant Store Manager | 01 Mar 2014 – 31 May 2018

Supervised a team of 8 associates, overseeing cash handling, shift scheduling, and customer service standards; maintained 98 % compliance with company audit scores.

- Assisted the store owner in negotiating pricing and promotional terms with local suppliers for over-the-counter health products, contributing to a 6 % increase in profit margin.
- Implemented a simplified SKU tracking spreadsheet that cut stock-out incidents by 20 % and improved reorder accuracy.
- Delivered weekly product knowledge briefings for staff, focusing on regulatory guidelines and upselling techniques.

C&H; Direct

Customer Service Representative | 01 Jan 2012 – 28 Feb 2014

Handled inbound inquiries for a portfolio of consumer electronics, achieving a 95 % customer satisfaction rating.

- Documented recurring product issues and escalated to engineering liaison, influencing minor firmware updates for two product lines.
- Trained new hires on CRM software (Zendesk) and standard operating procedures, reducing onboarding time by 30 %.

Sunrise Mall

Seasonal Retail Associate (Intern) | 01 Jun 2010 – 31 Aug 2010

Assisted with visual merchandising for back-to-school campaigns; contributed ideas that were adopted chain-wide.

Education & Training

Bachelor of Business Administration (BBA), Marketing

University of Texas at Dallas

– 01 May 2010

Projects

Sales Acceleration – Eco-friendly cleaning line | – Present

Designed and executed a localized merchandising strategy for a new line of eco-friendly cleaning products, driving a 12 % increase in category revenue within the first quarter of launch.

Operational Efficiency – Vendor invoice reconciliation | – Present

Streamlined vendor invoice reconciliation process, cutting processing time from 4 days to 1 day and saving approximately \$22 K annually in labor costs.

Inventory Accuracy – Cross-functional audit checklist | – Present

Developed a cross-functional audit checklist that reduced inventory discrepancies by 15 %, improving overall stock reliability.

References

Available upon request