# Lovro Araya

Madison · WI

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*Layout style: hybrid*

## Summary

Customer-focused professional with over 8 years of experience in retail operations and team coordination in fast-paced environments. Adept at managing day-to-day store functions, supporting staff, and ensuring customer satisfaction. Seeking to transition into a role that values interpersonal communication, task organization, and operational consistency. While experienced in frontline service delivery, seeking opportunities to grow in new industries. Current unemployment status due to recent retail store closure.

## Experience

### Sales Associate & Floor Supervisor at Urban Threads Boutique

01 Mar 2021 – 01 Dec 2023

Provided personalized customer service to 50+ daily clients, assisting in product selection and styling recommendations. Trained 5 new team members on store operations, POS use, and return policies; temporarily supervised weekend shifts during manager absences. Led seasonal inventory counts and coordinated with regional distribution for restocking priority items. Managed visual merchandising updates for holidays and promotional events to drive foot traffic and in-store engagement. Handled cash reconciliation at end of shifts with 99% accuracy over 18 months. Note: Store permanently closed due to franchise restructuring.

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### Assistant Store Coordinator at GreenLife Organics

01 Jun 2018 – 01 Feb 2021

Supported store manager with daily scheduling, shift handover reports, and staff communications. Managed vendor deliveries, including checking invoices and coordinating with local farmers for produce intake. Implemented a new label-printing system for in-house products, reducing labeling errors by an estimated 20%. Facilitated weekly social media content by photographing featured products and writing short promotional blurbs. Assisted in organizing community wellness events, including yoga-in-the-park days and organic cooking demos.

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### Cashier & Stock Clerk at QuickMart Express

01 Sep 2015 – 01 May 2018

Operated checkout counter with high accuracy during peak hours; consistently ranked in top 3 for customer satisfaction scores. Rotated stock based on expiration dates and managed markdowns for perishable goods. Reported equipment malfunctions and coordinated minor maintenance tasks with regional support. Supported loss prevention initiatives through vigilant monitoring and adherence to security protocols.

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## Education & Training

### Associate of Arts, General Studies

Gateway Technical College

– 2014

### High School Diploma

Racine Lutheran High School

– 2010

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| **Skills**  Customer Service, Inventory Management, Cash Handling & POS Systems, Scheduling & Staff Coordination, Microsoft Word & Excel, Retail Sales Techniques, Conflict Resolution, Visual Merchandising, Team Collaboration, Time Management, Order Fulfillment, Loss Prevention, Vendor Invoicing, Social Media Posting, Event Support & Booth Staffing, Multitasking in High-Traffic Environments, Policy Interpretation & Compliance, Data Entry  **Languages**  English — native  Croatian — conversational, heritage speaker  **Certifications**  ServSafe Food Handler Certification | 2020  OSHA Workplace Safety Training | 2017  **Awards**  Employee of the Quarter | 2020-09-01  GreenLife Organics  Recognized as “Employee of the Quarter” (Q3 2020) at GreenLife Organics for consistent operational support and team reliability.  In-Store Event Attendance Increase  Contributed to a 15% increase in in-store event attendance over 6 months by redesigning promotional flyers and improving social media timing. | **Interests**  Urban gardening  thrift shopping  community volunteering at food banks  attending live music events  **References**  Available upon request |