# Nino Gallo

*Project Coordinator*

Huntsville · AL · US

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*Layout style: hybrid*

## Summary

Customer-focused professional with over 8 years of experience in retail operations and team coordination. Adept at handling day-to-day logistics, maintaining client records, and supporting operational workflows in fast-paced environments. Seeking to transition into a project coordination role where strong communication and organizational skills can contribute to team efficiency. Limited background in scientific research or laboratory operations, but eager to learn and support operational goals in a structured environment.

## Experience

### Store Team Lead at BigValue Discount Retail

01 Mar 2021 – Present

Supervised a team of 6 seasonal and part-time associates during peak sales periods, ensuring proper floor coverage and task completion. Managed daily inventory restocking and coordinated shipment logs for consumer goods. Handled customer complaints related to pricing, returns, and product availability. Maintained store appearance and ensured compliance with safety and cleaning protocols. Used internal scheduling software to assign shifts and track attendance.

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### Assistant Sales Coordinator at HomeLife Furniture Outlet

01 Jun 2018 – 01 Jan 2021

Supported sales team by preparing order forms, confirming deliveries, and following up with customers post-purchase. Coordinated furniture delivery timelines with third-party logistics providers. Assisted in organizing in-store promotional events, including layout planning and signage placement. Entered customer data into CRM system (SalesForce.com) for marketing follow-ups. Reduced missed delivery appointments by 15% through improved call-back scheduling.

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### Retail Associate at QuickMart Convenience Stores

01 Sep 2015 – 01 May 2018

Operated cash registers, managed stock levels, and ensured accurate pricing on all items. Communicated with regional warehouse staff to report supply shortages. Trained 3 new hires in basic store operations and customer interaction standards. Participated in monthly inventory audits and reported discrepancies to management.

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## Education & Training

### Associate of Arts, General Studies

North Alabama Community College

– 01 May 2015

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| **Skills**  Inventory Management, Customer Service, Data Entry & Record Keeping, Team Scheduling, Point-of-Sale (POS) Systems, Microsoft Office (Word, Excel, PowerPoint), Basic Email Correspondence, Conflict Resolution, Retail Sales, Time Management, Order Fulfillment (non-laboratory), Phone Communication, Attendance Tracking, Problem Recognition, Team Collaboration, Event Setup & Coordination, Multi-tasking in High-Traffic Settings, Compliance with Store Policies  **Certifications**  OSHA Workplace Safety Certificate | 2020-01-01  Online  **Awards**  Employee of the Quarter | 2021-09-01  BigValue Retail  Recognized as “Employee of the Quarter” twice at BigValue Retail for consistent attendance and team support (Q3 2021, Q1 2023).  Employee of the Quarter | 2023-03-01  BigValue Retail  Recognized as “Employee of the Quarter” twice at BigValue Retail for consistent attendance and team support (Q3 2021, Q1 2023). | **Projects**  **Visual Shelf-Labeling System**  Implemented a visual shelf-labeling system at HomeLife Furniture that reduced customer confusion and improved sales associate efficiency.   * Implemented a visual shelf-labeling system at HomeLife Furniture that reduced customer confusion and improved sales associate efficiency.   **References**  References available upon request |