

Ali Mendoza

Administrative & Operations Support Associate

Denver · CO · US

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Summary

Detail-oriented and organized professional with over 10 years of experience in retail operations, customer service, and administrative support roles. Proven track record in managing daily workflow, coordinating team tasks, and maintaining accurate records in fast-paced environments. Skilled in using POS systems, managing inventory, and supporting operational efficiency. Seeking to transition into project coordination within construction, leveraging strong organizational abilities, communication skills, and a commitment to accuracy and safety. Currently pursuing foundational training in construction documentation and project management principles. Eager to learn and contribute in a supportive role that enables growth in project estimating, scheduling, and vendor coordination.

Experience

UrbanEdge Retail Solutions — Denver, CO

Administrative & Operations Support Associate | 01 Mar 2019 – Present

Support store operations by managing daily reports, restocking supplies, and maintaining accurate inventory logs for 15+ product categories. Coordinate employee shift schedules in conjunction with department supervisors, reducing scheduling conflicts by 30%. Serve as primary point of contact for vendor deliveries; verify order accuracy, log receipt timestamps, and report discrepancies to management. Maintain organized digital filing system for compliance documents, training records, and supplier correspondence. Assist in preparing weekly supply orders, ensuring timely procurement and tracking of delivery status. Communicate with team leads and managers to align daily tasks with operational goals, contributing to a 15% increase in team task completion rate. Trained 12 new associates on basic POS operations, safety protocols, and customer service standards.

- Reduced document processing errors by 25% over 6 months by introducing a checklist system for daily report submissions.

Front Range Outfitters — Denver, CO

Customer Service & Inventory Coordinator | 01 Jun 2014 – 01 Feb 2019

Managed customer inquiries, returns, and exchanges with a 95% satisfaction rating based on post-service surveys. Oversaw inventory audits across two departments, conducting monthly cycle counts and reconciling discrepancies. Operated POS systems for checkout and processing of bulk orders, maintaining accurate sales logs. Supported team performance by coordinating supply restocks, managing backroom organization, and reporting equipment maintenance issues. Participated in weekly team planning meetings to align floor staffing with sales forecasts and upcoming promotions. Collaborated with regional logistics staff to track incoming shipments and prepare for product launches.

- Improved inventory accuracy from 88% to 96% over 8 months by implementing a color-coded labeling system for high-turnover items.

Mile High Essentials (Contract Staffing via WorkLink) — Denver, CO

Retail Associate | 01 Aug 2012 – 01 May 2014

Provided frontline customer assistance in a high-traffic retail environment, handling over 100 transactions per shift. Assisted in organizing promotional displays and managing stock replenishment during peak sales periods. Followed safety protocols for handling merchandise, reporting hazards, and securing work areas after hours. Supported end-of-day cash reconciliation and deposit preparation for management review. Worked cross-functionally with cleaning, security, and logistics staff to maintain store readiness.

- Recognized as “Employee of the Quarter” twice for consistent performance, reliability, and positive customer feedback.

QuickStop Markets — Aurora, CO

Cashier & Stock Associate | 01 Sep 2010 – 01 Jul 2012

Operated cash registers, managed customer payments, and resolved transaction discrepancies. Conducted daily inventory checks on high-demand items and reported low stock levels for reordering. Maintained clean and organized sales floor, including pricing accuracy and signage updates. Followed loss prevention protocols, including surveillance reporting and security check-ins. Participated in emergency drills and upheld company safety standards.

- Streamlined weekly stock check process by creating a simple tracking template, cutting audit time by 20%.

Education & Training

Bachelor of Arts, Communication

University of Colorado

01 Aug 2006 – 01 May 2010

Skills

Technical Skills, Administrative & Operational Skills, Interpersonal & Soft Skills, Safety & Compliance

Languages

English | – Present

native

Spanish | – Present

conversational – reading and speaking; used in customer service roles

Certifications

Notary Public | 2020-01-01

State of Colorado

CPR & First Aid Certified | 2021-01-01

American Red Cross

Awards

Employee of the Quarter | – Present

Mile High Essentials

Recognized as “Employee of the Quarter” twice for consistent performance, reliability, and positive customer feedback.

Projects

Senior Capstone Project | – Present

Coordinated team project involving budget planning, timeline development, and stakeholder communication for a local community event

Interests

Home improvement projects | – Present

Organizational planning and productivity systems | – Present

Community volunteering | – Present

Photography and local hiking trails | – Present

References

Available upon request