# Lev Miranda

*Operations Support Professional*

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## Summary

Results-driven professional with over 10 years of experience in customer-facing and operations support roles across retail and service industries. Skilled in coordinating daily operations, delivering exceptional client service, and collaborating across teams to meet business objectives. Recently pursuing project management fundamentals to transition into organizational coordination and process improvement roles. Detail-oriented with strong communication abilities and a track record of supporting smooth workflow operations. Seeking to leverage transferable skills in a structured project management environment, with a commitment to continuous learning and professional development.

## Experience

### Operations Support Coordinator at QuickValley Retail Services

01 Apr 2019 – Present

Support daily store operations across a multi-location retail network, ensuring alignment with corporate standards. Assist managers with scheduling, supply ordering, and staff onboarding logistics for three regional locations. Serve as liaison between field teams and central administrative staff, relaying updates and tracking task completion. Maintain digital records for inventory audits and compliance documentation, reducing discrepancies by 18% over two years. Coordinate communication during facility refresh projects, including managing vendor appointments and post-work checklists. Provide frontline customer support, resolving 90% of service inquiries without escalation.

* Streamlined internal supply request process using shared Excel trackers, reducing average fulfillment time from 48 to 24 hours.

### Sales & Service Associate at GreenSage Home Essentials

01 Jun 2014 – 01 Mar 2019

Delivered personalized customer consultations in a high-volume retail environment, building repeat client relationships. Collaborated with district-level staff during rollout of new CRM software, providing feedback from frontline users. Trained 8 new associates on customer engagement protocols and POS operation, contributing to consistent onboarding outcomes. Participated in quarterly inventory cycles, maintaining 98% accuracy in departmental stock counts. Supported minor store layout redesigns by collecting customer flow data and providing input on display placement.

* Recognized as “Top Service Performer” two quarters in 2017 for highest customer satisfaction scores.

### Administrative Assistant at TwinBend Community Center

01 Sep 2012 – 01 May 2014

Provided administrative and logistical support for programming coordinators managing youth and senior services. Scheduled community events, managed registration lists, and coordinated vendor deliveries for weekly activities. Acted as primary point of contact for participant inquiries, resolving scheduling conflicts and updating records. Assisted in transitioning from paper-based to digital filing, improving retrieval time by 30%. Supported integration of new software for event tracking, attending training sessions and distributing guidance to staff.

* Reduced administrative follow-up time by automating recurring email reminders for event participants.

### Retail Associate at UrbanPace Outfitters

01 Jan 2011 – 01 Aug 2012

Assisted customers with product selection, processing purchases, and managing returns in a fast-fashion retail environment. Maintained visual merchandising standards and supported restocking operations during peak hours. Collaborated with team leads during holiday staffing surges, contributing to a 20% increase in checkout throughput. Followed safety and compliance procedures for cash handling and shift reporting.

## Education & Training

### Bachelor of Arts, Communication

Hillside State University

01 Aug 2006 – 01 May 2010

## Skills

Client Relations, Customer Service Excellence, Team Collaboration, Microsoft Office Suite, Data Entry & Record Management, Time Management & Prioritization, Problem Solving, Process Support & Workflow Coordination, Inventory Management, Point-of-Sale (POS) Systems, Cross-Functional Communication, Administrative Support, Scheduling & Calendar Management, Active Listening, Conflict Resolution, Organizational Support, Professional Email & Correspondence, Basic Project Tracking, Adaptability to Change, Vendor Coordination, Report Preparation, Meeting Support & Note-Taking, Task Delegation, Documentation & Filing Systems, Attention to Detail, Multitasking in Fast-Paced Environments, Onboarding Assistance, Professional Development Engagement, Stakeholder Engagement, Change Management Awareness, Risk Awareness in Operational Transitions

## Languages

### English | – Present

Fluent

### Spanish | – Present

Conversational (written and spoken)

## Certifications & Credentials

### CPR & First Aid Certified | 2020-01-01

Red Cross

### OSHA Workplace Safety Training | 2022-01-01

### Project Management Fundamentals | 2024-09-30

## Awards

### Top Service Performer | 2017-06-30

GreenSage Home Essentials

Recognized as “Top Service Performer” two quarters in 2017 for highest customer satisfaction scores.

## Projects

### Internal Supply Request Process Streamlining | 01 Apr 2019 – Present

Improved internal operations workflow at QuickValley Retail Services, cutting supply request resolution time in half.

### Customer Satisfaction Performance Recognition | 01 Jan 2017 – 31 Dec 2017

Recognized for top customer satisfaction performance across a regional retail team in 2017.

### Documentation Improvements | 01 Sep 2012 – 01 May 2014

Led documentation improvements at TwinBend Community Center, reducing administrative follow-up effort.

### Inventory Audit Accuracy | 01 Jan 2011 – 01 Mar 2019

Consistently maintained 98%+ accuracy in inventory audits across multiple retail environments.

## Interests

### Process optimization | – Present

### leadership development | – Present

### urban community initiatives | – Present

### hiking | – Present

### podcasting | – Present

## References

### – Present