

Skip Lowrey, II (He/him)

Customer relationship/Client Service Management | Retail Operations/Management | Team Leadership

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Summary

Experienced retail and adult entertainment professional with over 20 years of proven success managing dynamic, customer-focused environments. Skilled in driving sales growth through team leadership, customer engagement, and strategic merchandising in retail settings. Adept at managing adult cabaret venues, including event coordination, entertainment programming, dancer scheduling, and promotional campaigns that boost revenue and customer loyalty. Known for building motivated teams, fostering safe and enjoyable atmospheres, and leveraging digital marketing to expand brand presence.

Skills

Customer Relationship Management Customer Satisfaction Customer Service Team Leadership Stock Audits
Staff Training and Mentoring Inventory Management Merchandise Organization Social Media Marketing
Retail Operations Merchandise Maintenance Stocking Merchandise Staff Management Retail Experience

Experience

N/A Sep 2019 - Present

Medical Rehabilitation & Return to Work

- Underwent extensive medical rehabilitation following a traumatic auto-pedestrian accident that resulted in permanent lower-limb paresis and the need for a wheelchair for all mobility.
- Completed multiple reconstructive and orthopedic surgeries, followed by long-term physical therapy and functional recovery.
- Successfully adapted to mobility limitations and attained independence in daily living and professional functioning.
- Received full medical clearance to reenter the workforce with minimal restrictions beyond ADA-accessible accommodations.
- Recommitted to professional development efforts to refine technical, managerial, and digital communication skills in preparation for workforce reintegration.

Vape/Smoke City Apr 2019 - Sep 2019

Retail Store Manager and Senior Sales Representative

Managed retail operations at Vape/Smoke City, a leading provider of vaping and smoking products, focusing on team leadership and customer service excellence.

- Cultivated a customer-centric culture by leading, mentoring, and coaching a sales team; achieved a 20% increase in repeat client visits within three months and a 20% lift in overall customer satisfaction and loyalty.
- Acted as primary point of contact for clients, building strong, long-term relationships that generated a 12% uplift in upsell and cross-sell revenue while ensuring prompt, personalized service.
- Trained and mentored staff in product knowledge, compliance standards, and sales methodologies, reducing customer complaints by 30% and cultivating repeat clientele.
- Proactively identified and fulfilled client needs through in-store consultations and performance analysis, boosting average transaction value by 15% and reducing customer complaints by another 40%.
- Resolved escalated issues, implementing root-cause solutions that prevented recurrence and further reduced complaint volume.
- Oversaw inventory operations—including cycle counts, stock audits, and merchandise organization—ensuring 100% accuracy and availability across all product categories to meet client expectations.
- Partnered with marketing and merchandising to design and execute targeted social media campaigns and in-store promotions, driving a 15% uptick in store traffic during key sales events.
- Worked alongside team members to sustain a clean, fully stocked, and visually engaging retail environment, reinforcing brand presentation and maximizing customer engagement.

Vampir Entertainment Jun 2007 - Apr 2019

Adult Cabaret Manager, DJ, and Head of Security

Oversaw operations at multiple adult cabarets, ensuring high standards of customer service and team performance.

- Directed all aspects of venue and client service operations—team leadership, event coordination, performance logistics, and VIP liaison—ensuring consistent profitability and 80-90% guest satisfaction.

- Acted as primary point of contact for high-value and recurring clients, building long-term relationships that drove a 25-30% increase in annual event bookings and revenue.
- Managed and mentored a 30 + member cross-functional team (entertainers, DJs, bartenders, servers, hosts, security), optimizing schedules and workflows to guarantee seamless service delivery and robust safety compliance.
- Designed and executed premium service offerings—bundled VIP packages, private events, and themed experiences—leading to a 30-40% boost in off-peak revenue and elevated guest lifetime value.
- Served as Lead DJ and entertainment curator, leveraging performance analytics and client feedback to refine programming, which increased average guest spend by 18%.
- Proactively resolved client issues onsite and post-event, collaborating with upper management to negotiate timely and amicable solutions, reducing complaint escalations by 30%.
- Partnered with upper management to develop targeted social media campaigns and promotions, growing online engagement by 40% and driving sustained venue visibility.
- Launched hourly drink specials and interactive promotions during shifts, boosting average bar revenue by over 20% and reinforcing a dynamic, guest-focused atmosphere.
- Upheld rigorous security and safety compliance through active surveillance, team training, and patron escort protocols, mitigating risk and maintaining a zero-incident safety record.
- Incentivized performers with performance-based recognition programs, fostering schedule reliability and show quality improvements that consistently enhanced overall customer satisfaction.

Personality Strengths

Scientifically validated by [myTrudy](#)

Conventional Adheres to established processes and methods	Opportunistic Comfortable with ambiguity and dynamic environments	Engaged Excels in teams and one-on-one interactions
Accommodating Diplomatic and accepting of others' needs	Composed Remains calm under pressure	

Licenses & Certificates

Hospitality Management & P&L Interpretation	Jan 2022
Supervisory Leadership & Employee Engagement	Jan 2022
Sales & Negotiation Techniques	Jan 2022
Certified Retail Customer Service Specialist	Jan 2022