Sydney Chiles

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Results-oriented Operations Manager offering 5+ years of verifiable experience organizing teams, supervising workover and completion operations. Proficient at conflict management, training colleagues to align with company goals and standards, and adept at directing the work of completion consultants and completion supervisors in operation functions, including inventory management.

**Core Competencies:**

Operations Management ∙ Collaboration ∙ Brand Vision Development ∙ Web Development

Social Media Development & Management ∙ Team Leadership & Development ∙ Empathy & Negotiation

Computer Program Literacy ∙ Self- Motivation ∙ Time Management ∙ Microsoft Programs

Critical Thinking ∙ Data Collection & Analysis ∙ Process Improvement ∙ Creative Direction ∙ Employee Training & Development

**Professional Experience**

**Bakery Manager,** Eat Your Words Custom Cookies (February 2021- Present)

* Oversee day to day bakery operations to run most efficiently
* Trains new team members on company processes and procedures
* Oversee customer orders and managed order output on a daily basis
* Customer service and communicates about customer inquiries
* Designs, fulfills, and decorates custom orders in a timely manner
* Data entry (customer information, custom product information and descriptions)
* Inventory control
* Scheduling team members to ensure each employee hits the required hours per week, without exhausting the companies overtime budget
* Responsible for social media content and growth- responds to direct messages and requests, responds to and tracks commentary and reviews, posts deals and events on stories, tracks trends and posts responses, monitors website sales
* Product development and innovation

**Actor/Entertainer,** Escape Room Extreme **(**January 2020- February 2021)

* Created schedules for evening shift rotations
* Flexibility to fill roles as needed for business operations
* Improvised situations to enthrall and captivate guests for optimal experiences
* Assumed active leadership amongst peers to ensure smooth events

**Visual Merchandiser,** Target Corporation (March 2020-May 2020 (Seasonal))

* Defined, designed and implemented a creative visual merchandising strategy
* Created appealing and eye-catching visual displays that led the customer through the entire store
* Acted in alignment to the organization's culture, products, image and target market
* Monitored costs and work within budget
* Oversaw the production and briefed staff on arranging displays
* Changed displays to promote new product launches and reflect festive or seasonal themes
* Liaised with suppliers and sourced elements
* Researched lifestyle, demographics and design trends

**Key Holding Shift Manager,** Plato’s Closet **(**June 2019- February 2020)

* Oversaw store sales and managed employee transactions
* Merchandised products, created eye-catching displays
* Managed and designed product website
* Performed all monetary closing responsibilities, including counting the safe before and after every shift, managing transactions, and balancing out transaction/credit imbalances
* Oversaw the sales and buys of new store inventory
* Data entry- pricing new inventory and tracking sale and clearance items
* Managed social media pages: created interesting back-drops and outfits to post, managed direct messages and requests, responded to and tracked commentary and reviews, posted deals and events on stories, tracked trends and posted responses, monitored website sales

**Team Trainer,** Chick-Fil-A **(**January 2018- June 2019)

* Trained new employees on key responsibilities and how to uphold corporate and local policies
* Trained and evaluated current employees on procedures for advancement or promotion
* Performed restaurant and food safety performance examinations
* Managed transactions, managed food, restaurant, and cash register closing responsibilities
* Responsible for customer satisfaction and retention through my actions and my trainees

**Education**

Largo High School- May 2020

**High School Diploma**

St. Petersburg College, May 2020

**Associates of Art**

St. Petersburg College, December 2023

**Bachelors in Applied Science- Management and Operational Leadership**

**Awards and Certifications**

National Honors Society

**Largo High School – 2019**

Phi Theta Kappa

**St. Petersburg College – 2020**

Bright Futures Scholarship

Presidential Scholarship

**St. Petersburg College - 2020**