

Deja Gilbert

2224 n Wanamaker St.
Philadelphia, PA

(717)639-8127
gilbert.deja21@gmail.com

SUMMARY

- Strong ability to adapt to numerous circumstances, problem solve and think critically in a fast pace environment. Ability to handle complex and highly confidential materials
- Able to work with peers and all levels of management and to operate effectively in larger, busy department
- Responsible and dependable within the job setting and throughout my personal life and community.
- Willing and able to take on leadership roles as needed and directed.
- Prepares correspondence: drafts, formats, types, and proofreads letters, manuscripts and proposals using word processing equipment

EMPLOYMENT

Aug. 2014-Oct. 2018

Victoria's Secret, Lancaster & Philadelphia, PA-Operations & Staffing
Supervisor/Bra Fitting Specialist

- Complete and total business operations and assignments.
- Protect the employees and customers by ensuring a safe and clean environment.
- Contribute to team effort to accomplish set goals by the company.
- Ensure product quality and quality customer service
- Manage opening and closing procedures which includes the direct handling of money registers
- Assess the team to oversee rules and guidelines are being followed

Feb.2017-Oct. 2017

Eddie Bauer, King of Prussia PA-Assistant Store Manager

- Build excitement around daily task to ensure proficient team execution

- Assist store manager in organizing, planning, and implementing strategy
- Evaluate employee performance and behavior to identify opportunity for growth and recognition for success
- Conduct regular audits to ensure the store is functionable

Nov.2013-Jul.2014

Modell's Sporting Goods, Philadelphia,PA-*Sales Associates*

- Proactively asked customers how they could be assisted
- Provided customers with product information and warranty agreements
- Handled cashier duties by taking cash or credit cards in exchange for goods sold
- Responded to customers' requests and concerns in a resourceful manner
- Promoted positivity among other associates while being the head of the cashiers

EDUCATION

2014–2016 **Millersville University-** *Studied Sociological Criminology*

2010-2014 **Academy at Palumbo High School-** *High School Diploma in Liberal Arts*

2010-2013 **Villanova's Initiative For Engaging Women-** Certification for completing program

SKILLS & AWARDS

- The Philadelphia Tribune student Achievement Award
- Microsoft, Excel, & other knowledge of computer programs and databases
- Prepares correspondence: drafts, formats, types, and proofreads letters, manuscripts and proposals using word processing equipment
- Multicultural Interaction
- Letter Drafting
- Verbal Communication
- Attention to detail and excellent communications

*References available upon request

