

ASHANTI VELASQUEZ

CONTACT

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PROFILE SUMMARY

Dedicated and bilingual professional with experience in retail, food service, and order fulfillment. Proven ability to lead teams, deliver excellent customer service, and manage time effectively in fast-paced environments. Skilled in team collaboration, inventory handling, and problem-solving, with a strong background in both customer-facing and back-end operations. Fluent in English and Spanish, with a strong work ethic and a commitment to exceeding performance goals.

EDUCATION

- 2017-2021
PHILADELPHIA MILITARY
ACADEMY
- highschool diploma

WORK EXPERIENCE

2019-2021

Coldstone

- Provided excellent customer service in a fast-paced environment, ensuring a positive guest experience
- Prepared and served custom ice cream orders with precision and cleanliness
- Maintained a clean and organized workstation following food safety guidelines
- Handled cash register operations, including taking orders and processing payments
- Collaborated with team members to ensure efficient service during high-volume periods
- Assisted in training new employees, promoting a positive and productive work environment

SKILLS

- Teamwork
- Time Management
- Leadership
- childcare
- Effective Communication

Easy pickins

2021-2024

- store manager
- Supervised daily operations including inventory management, scheduling, and merchandising
- Led a team of associates, ensuring performance goals and customer service standards were met
- Trained and coached new hires to meet company expectations and improve overall team efficiency
- Handled conflict resolution, returns, and escalated customer concerns professionally
- Increased store sales through effective promotions, visual displays, and team motivation

Target

2024-2025

- Managed online orders by accurately picking, packing, and preparing items for shipment or in-store pickup
- Stocked shelves and maintained organized backroom inventory
- Used handheld devices and company systems to ensure real-time inventory accuracy
- Collaborated with team members to meet daily order fulfillment goals efficiently
- Provided assistance to customers with locating products and answering questions in-store

LANGUAGES

- English: Fluent
- Spanish: Fluent