



Melissa Krause

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As a highly motivated and adaptable professional, I am committed to delivering excellence through innovation, collaboration, and a strong work ethic. I take pride in my ability to solve complex problems, communicate effectively, and foster meaningful relationships. With a passion for continuous learning and growth, I strive to contribute positively to any organization I am apart of, ensuring both personal and team success.

Work Experience

2022 - Present *JC Licht* **Store Manager**

- Demonstrated ability to learn quickly & retain information on a variety of different products, equipment, & their applications.
- Manage shedules for staff, including submitting and approving PTO, FMLA, etc.
- Staff trainer on current and new products: pros, cons, applications, and appropriate procedures.
- Managed customer resolution service & administrative tasks for internal/external issues regarding paint, stains, & supplies for projects.
- Advised customers about sales/promotions in a timely manner.
- Processed cash/credit payments for internal/external customers thru POS system, including private & business accounts.
- Processed inventory reports & balancing store inventory to stock on hand.
- Updated daily transfers between store locations for product inventory.
- In charge of maintaining/stocking inventory, daily store operations, including inspection, receiving, & depalletization.
- Assisted customers in color consultations & color matching services.
- Received outstanding reviews from internal & external customers & exceptional feedback from senior management.

2021 - 2022 *Starbucks* **Barista/Crew Trainer**

- Advised staff on current/new positions.
- Maintained safety & health regulations for store/self.
- Cashier & order taking thru POS system.
- Delivered excellent customer service internal/external.
- Maintained food handlers license to cook.
- Cross-trained 2 employees in various areas.

2018 - 2021 *Paper Blast* **Graphic Design Uploader / Team Lead**

- Located orders through 3rd party websites for customization of orders.
- Implemented & processed print files for customer production review, and sign off using Adobe Suite products.
- Sublimation Pre-press & Production.
- Cross-trained 6 employees in uploading.

2016 - 2018 *Globe Ticket Co.* **Graphic Design & Administrative Assistant**

- Implemented & designed sales concepts.
- Implemented & customized graphics as per client specifications via Adobe Suite products.
- Researched & provided cold sales prospecting data for sales & marketing.

2015 - 2016 *Noodles & Company* **Management Training Program**

- Managed staff to meet daily scheduling needs.
- Maintained & logged safety & health regulations.
- Cross-trained 3 employees in various areas.

2013 - 2013 *FedEx* **Package Handler**

- Loaded outgoing semi-trailers with corresponding packages via conveyor belt system.
- Maintained QC records with particular attention to hazardous products in a fast-paced & detail oriented environment.

2012 - 2014 *McDonalds Corp.* **Crew Trainer**

- Advised staff on current/new positions.
- Maintained safety & health regulations for store/self.
- Cashier & order taking thru POS system.
- Delivered excellent customer service internal/external.
- Maintained food handlers license to cook.
- Cross-trained 4 employees in various areas.

Technical Applications

Adobe Suite Products
POS systems

Microsoft Office Suites

Sawgrass 400, 500, & 1000
Series Printers