

Eliza **Arce**

SENIOR TEAM LEADER

Operations-focused leader with 12 years of experience in retail and service environments, managing annual expense budgets up to $128,400 and generating $174,630 in quarterly sales revenue by setting weekly targets for each associate and reviewing pipeline reports in Excel. Redesigned escalation workflows to raise first-call resolution from 80.7% to 94.8%, while building KPI dashboards and coaching teams through structured huddles and call-review sessions in Slack, Trello, and CRM tools.

CONTACT INFORMATION

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KEY SKILLS

- KPI Analysis
- Excel
- CRM Tools
- Trello
- Slack
- POS Systems
- Expense Budget Management
- Sales Forecasting
- Conflict Resolution
- OSHA Safety Procedures

PROFESSIONAL EXPERIENCE

Senior Team Leader | Winnisquam Bay Retail Group, Laconia, NH | 2020 – Present

- Raised the first-call resolution rate from 80.7% to 94.8% over 8 months by redesigning escalation workflows and holding twice-weekly call-review sessions in Slack.
- Generated $174,630 in sales revenue per quarter by setting weekly targets for each associate and reviewing pipeline reports in Excel every Monday.
- Managed a $128,400 annual expense budget covering staffing, supplies, and equipment, finishing the fiscal year $3,710 under allocation.
- Built a KPI dashboard in Excel that tracked 7 metrics daily, cutting report preparation time from 55 minutes to 19 minutes per morning.

Team Leader | Pemigewasset Valley Services LLC, Plymouth, NH | 2016 – 2020

- Drove first-call resolution to 85.5% by creating a 42-item knowledge base in the CRM and coaching associates on root-cause questioning techniques.
- Produced $146,810 in quarterly sales revenue by coordinating upsell campaigns and tracking conversion rates each week in Trello.
- Controlled a $76,450 departmental expense budget, renegotiating 3 vendor contracts to save $8,540 over 18 months.
- Scheduled and led 4 team huddles per week, reviewing individual scorecards and assigning action items within 12 minutes per session.

Team Associate | Squam Lake Outfitters Co., Holderness, NH | 2014 – 2016

- Generated $52,140 in individual sales revenue during the holiday quarter by recommending add-on items at checkout and following up on special orders within 24 hours.
- Set up the holiday window display and refreshed it every week for 6 weeks, following the store's layout guide.
- Reconciled $34,170 in weekly cash and card receipts against POS reports, identifying and correcting discrepancies within 30 minutes of shift close.

EDUCATION

BS Business Administration
Plymouth State University, Plymouth, NH | 2010 – 2014