

Miguel Rosado

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A well-rounded individual with 3 years in management ; skilled in quickly engaging team members and audiences, establishing rapport and developing strong relationships. Experience with ability to develop optimal strategic plans and follow through to success.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Assistant Manager

DTLR, Inc - Cleveland, OH

May 2021 to May 2022

- Delivered sales, customer experience, merchandising, visual, and operational expectations.
- Coached, and motivated kept our team to drive sales that delivered exceptional customer service.
- Ensured high levels of customer satisfaction by being knowledgeable on all products offered, upcoming and recent trends
- Teamed up with co-workers to provide excellent sales service.
- Acted as a partner between customers, sales associates and store leadership.
- Ability to learn and share expertise of products and trends to fit customer's needs
- Contributed and maintained a positive and inclusive work environment

Security Officer

Champion National Security, Inc. - Cleveland, OH

May 2018 to October 2019

- OPOTA certified
- Promoted to sergeant in my first year with no prior experience

- Patrol facilities and properties -Random patrol of building and perimeter
- Protect company property and staff by maintaining a safe and secure environment
- Detect suspicious activity and threats to property or people and investigate disturbances
- Watch for criminal activity or disorder and respond based on training
- Watch alarm systems and video cameras
- Act lawfully in direct defense of life
- Apprehend criminals and evict violators
- Report Daily all incidents, accidents or medical emergencies

Assistant Manager

Villa

November 2011 to November 2016

- Delivered sales, customer experience, merchandising, visual, and operational expectations.

- Coached, and motivated kept our team to drive sales that delivered exceptional customer service.
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Sales Consultant

Elite Mobility - North Royalton, OH

June 2015 to December 2015

- Client acquisition, retention, customer service, market research and business development.
- Established contact with existing customers, identified new opportunities, and followed up on potential leads.
- Monitored industry trends in order to identify emerging markets and develop plans to utilize those markets to expand revenue.

Retail Sales Associate

Champs Sports - Parma, OH

August 2010 to April 2011

- Operated cash registers, assisted customers with sales, stocking and organizing shelves, and answered questions about company policies, merchandise, and services.
- Maintained knowledge of footwear and athletic apparel
- Ensured high levels of customer satisfaction by being knowledgeable on all products offered, upcoming and recent trends
- Teamed up with co-workers to provide excellent sales service.

Education

Associate of Arts

Cuyahoga Community College - Parma, OH

August 2019 to July 2022

High school diploma

Lincoln-West High School - Cleveland, OH

August 2007 to August 2011

Skills

- Management (3 years)
- Sales (7 years)
- Customer Service (7 years)
- Shipping And Receiving (3 years)
- Cash Handling (7 years)
- Marketing
- Security

- Word
- Typing
- Stocking

Languages

- Spanish - Fluent

Certifications and Licenses

Security Guard

Software Development

May 2022 to Present

Attended a 5-star-rated coding boot camp, learning agile software development from expert instructors and intensive hands-on projects. Planned, designed, and developed professionally programmed applications in collaborative team-based and independent settings, demonstrating the proficiency to earn Software Development Certificate.

Assessments

Supervisory Skills: Interpersonal Skills — Familiar

September 2019

Maintaining productive team relationships by identifying conflict and settling disputes.

Full results: [Familiar](#)

Reliability — Completed

July 2019

Tendency to be dependable and come to work

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Bilingual in Spanish. Ability to speak, read and write.