

# Tina Vance

Rockford, IL  
[tinavance7@yahoo.com](mailto:tinavance7@yahoo.com)  
7795131096

Authorized to work in the US for any employer

## Work Experience

---

### **Front End Manager**

Sam's Club - Rockford, IL  
April 2019 to December 2019

- Hire qualified Floor Staff
- Monitor Floor Staff
- Assist Cashiers with Overrides and Customer Service
- Provide Excellent Communication with Customers to Ensure and Excellent Experience with the Store.

### **Front Desk Receptionist**

Hilton Garden Inn Hotel - Rockford, IL  
June 2018 to February 2019

- Check in Guests and Provide Information about the Hotel as well as City.
- Handle and Resolve Guest Complaints
- Invoice and Bill Guests for Their Stay and Services Used

### **Apparel Manager**

The Golf Shack - Rockford, IL  
August 2017 to June 2018

- Provide Customers Outstanding Customer Service
- Operate Cash Register and Balance Drawers
- Superior Product Knowledge
- Change Clothing Displays Weekly

## Education

---

### **Bachelor's in Business Management**

Western Illinois University - Macomb, IL  
August 1987 to December 1991

## Skills

---

- Merchandising
- Cashiering
- Cash Handling

- Supervising Experience
- Management
- Retail Management
- Loss Prevention