



ANDREA TIJERINA

GENERAL MANAGER

PROFESSIONAL SUMMARY

Dynamic and results-oriented General Manager with a proven track record of driving operational excellence, optimizing efficiency, and achieving business objectives. Adept at leading cross-functional teams, implementing strategic initiatives, and delivering exceptional customer service. Possesses strong analytical and problem-solving skills with a keen business acumen.

EXPERIENCE

- January 2020 - Now

General Manager

Sterling Retail Solutions / United States, Cleveland, OH

- Spearhead overall business operations, managing a team of 15 employees and overseeing daily activities.
- Implement cost-control measures, resulting in a 10% reduction in operational expenses within the first year.
- Lead initiatives to enhance customer satisfaction, resulting in a 15% increase in positive customer feedback.
- Develop and execute strategic plans to achieve and exceed sales targets, contributing to a 12% revenue growth.

- June 2017 - December 2019

Assistant General Manager

Horizon Electronics / United States, Cleveland, OH

- Collaborated with the General Manager in overseeing daily operations, staff management, and customer relations.
- Streamlined inventory management processes, reducing excess stock by 8% and minimizing losses.
- Assisted in the development and implementation of employee training programs, improving team efficiency.

COURSES

- March 2022 / Institute of Certified Professional Managers

Certified Manager (CM)

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LinkedIn

EDUCATION

Bachelor of Business Administration

Miami University of Ohio, United States, Hamilton
2013 - 2017

SKILLS

- Operational Efficiency Improvement
- Budgeting and Cost Control
- Sales and Revenue Growth
- Strategic Planning
- Coaching

HOBBIES

- Soccer
- Origami
- Pottery

LANGUAGES

- Chinese