Rosa Jimenez

DEPARTMENT LEAD

Sacramento, CA (916) 555-0154 rosa.jimenez@email.com linkedin.com/in/rosajimenez

SUMMARY

Department Lead with 4 years in grocery, the last 2 leading the dairy and frozen department of a Sacramento store with $28M in sales. Writes daily orders in SAP, runs FIFO rotation and planograms, and keeps food safety temperatures logged. Leads a crew of 5 with attention to detail, customer service and practical problem-solving skills.

SKILLS

Customer Service • SAP • Inventory Control • FIFO Rotation • Planograms • Food Safety • Pallet Jack
Basic Computer Skills • Attention to Detail • Problem-Solving Skills

EXPERIENCE

Department Lead 09/2024 - Present

Capitol Fresh Market Sacramento, CA

Grocery store with $28M in annual sales and 110 employees.

- Lead a crew of **5** clerks in dairy and frozen, assigning freight, rotation and customer service zones.
- Write daily orders in SAP for 1,400 items, holding out-of-stocks under 2% and department shrink at 1.1%.
- Check cooler and freezer temperatures 3 times a shift and keep food safety logs ready for county inspections.
- Complete 6 planogram resets a quarter and keep FIFO rotation on 60 feet of dairy cases every morning.

Dairy Clerk 07/2022 - 08/2024

Capitol Fresh Market Sacramento, CA

Promoted to department lead after 2 years.

- Processed 30 pallets of dairy freight a week with a pallet jack and filled cases by code date.
- Removed expired and damaged items daily, cutting dairy write-offs 15% in a year.
- Answered customer questions and placed special orders for 20+ regulars a month.
- Entered daily counts on a handheld scanner during 2 annual inventory weeks with zero recount requests.

EDUCATION

High School Diploma 06/2022

Hiram W. Johnson High School Sacramento, CA

CERTIFICATES

California Food Handler Card 07/2022

ServSafe