Emily Navarro

Key Holder

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SUMMARY

Key Holder with 3 years in retail, including 18 months at an outdoor apparel store in Portland, opening, closing and running the floor when managers are out. Handles cash handling, deposits and POS systems, and shares product knowledge that lifts add-on sales. Brings attention to detail and time management skills to every shift.

EDUCATION

High School Diploma 06/2023

Lincoln High School Portland, OR

EXPERIENCE

Key Holder 04/2025 - Present

Pearl District Outdoor Co. Portland, OR

Outdoor apparel and gear store with $2.4M in annual sales and 16 employees.

- Manage opening and closing procedures 4 days a week, counting **3** registers and preparing bank deposits.
- Run the sales floor for up to 6 associates when managers are out, assigning zones and breaks by traffic.
- Coach new hires on product knowledge for rain shells and footwear, raising add-on sales 15% on shifts she leads.
- Complete weekly inventory counts and price changes in the POS systems for 300+ items on the floor.

Sales Associate 09/2023 - 03/2025

Rose City Books & Gifts Portland, OR

Part-time role at an independent book and gift shop.

- Delivered customer service to 120+ shoppers a day at the register, the info desk and the sales floor.
- Processed cash, card and gift card sales on the POS with balanced drawers at every close for 18 months.
- Built 2 front-table displays a month to the visual merchandising plan, lifting featured title sales.
- Tracked special orders in an Excel log and called customers within a day of each arrival at the store.

SKILLS

Customer Service • **Cash Handling** • **POS Systems** • **Product Knowledge**
Opening and Closing Procedures • **Visual Merchandising** • **Inventory Counts** • **Excel**
Attention to Detail • **Time Management Skills**