

# JODI AMICK

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## SKILLS

Detail-Oriented

Exceptionally Organized

Team Leadership

Project Planning

Excellent Written and  
Verbal Communication

Improving Efficiency

Man in the Desert Selling

Content Marketing

WordPress

SEO/Google Analytics

Adobe InDesign/PhotoShop

Microsoft Office

## EDUCATION

BACHELOR OF ARTS

Journalism & Mass Communication  
Arizona State University  
2004 – 2010

## PROFESSIONAL PROFILE

An articulate, creative and self-motivated customer service professional with nine years of experience in a leadership role. I am passionate about learning and employee development. My skills include self-awareness, detail-orientation, hyper-organization and goal-setting and achieving to help company's accomplish business and social objectives.

## EXPERIENCE

### FULL-TIME SALES LEADERSHIP

The Container Store - Glendale, AZ / 2017 – Present

Engage in thoughtful conversations with customers while maintaining the visual appearance of the store; coach employees on selling, merchandising and inventory awareness; Design custom spaces; Offer product information and share promotions as a brand ambassador.

- Coach a team of 25-30 employees to lead our store in the company's 3 major initiatives: custom closets, POP! enrollment (perks program) and credit card applications.
- From 2017 to 2018, I increased my percentage of closet designs sold by 10% and increased my master closet average by \$300. I continually maintain a POP! enrollment rate of 70%-100%.

### CONTENT COORDINATOR

Everyday Dishes - Phoenix, AZ / 2013 – 2018

Everyday Dishes is an online media company that produces recipes for busy people who desire sensible and delicious meals made with better ingredients. My role as the content coordinator was to organize both the production and the publishing of content on the site as well as across the various social media channels.

- Spear-headed the email marketing team in steadily increasing our mailing list by an average of 200 new subscribers each week.
- Implemented a workflow that increased the productivity and clarity of the team's role in the production of various pieces of content and projects.
- Managed symbiotic relationships with social influencers to market our recipes in local and national digital foodie circles.

### SERVICE SUPERVISOR

David's Bridal - Avondale, AZ / 2005 – 2013

Support achievement of sales and profitability goals through program execution to achieve operational excellence, maintain inventory integrity, and develop and retain a high performing customer service team.

- Chosen as part of a team to lead the new Avondale store opening and partook in grand opening set-up procedures and the recruiting and training of new employees.
- Sought and maintained local vendor relationships with meet and greet nights and customer-targeted promotions.
- Appointed lead trainer for the Arizona market and led training classes for all newly hired Receiving Managers.