

618 B Brown Road East
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Brint (Bree) Gelvin

SKILLS

I have many years in a customer service position for Hallmark, and in the capacity of a manager. I can type at least 65 WPM without mistakes, experience with Microsoft Word and Excel, and learn new things quickly. I've been told I am a people person and am great at customer service, but I genuinely enjoy meeting and conversing with new people in a professional manner. I have managed a team of 9-11 people including making sure hours for each employee are correct before turning them in to HR, created schedules, and navigated the Hallmark back office work including adjusting and adding inventory, communicate store changes as directed by corporate, and managed inventory of 500 different ornaments in alphabetical order every year. I worked with the owner to hire a team of excellent people that worked together very well to keep the store running smoothly.

EXPERIENCE

Gifted/Hill's Hallmark, – *Customer Sales Associate/ Manager*

December 2016 – November 2022

- Welcome guests into the store.
- Assure that shelves are stocked.
- Answer phones.
- Amazing and professional, above and beyond customer service.
- Know all Corporate sales and promotions and assure product is available and signage is prominently displayed.
- Check freight into the system with accurate numbers.
- Receive shipments.
- Organize backroom.
- Travel to Gift Markets with the owner to order product for the store(s) for the upcoming year.
- Learn how to fix issues that come up with POS system; both the Corporate WIN system and Shopkeep.
- Gather and implement almost monthly directions from Corporate to change product, window clings, and Front of Store for seasons.
- Order product in the Hallmark Marketplace to get product for stories that constantly change and to replenish product we were low on.
- Meet with my Hallmark Representative 4 times a year to pre-order product, signage, and displayers for 3 quarters ahead.

The Station Coffee Bar and Bistro, Centralia WA – *Barista and Shopper*

May 2015 – November 2016

- Greet and ring up customers orders
- Prepare coffee, espresso, Italian sodas, wine, and beer, as well as a menu of assorted breakfast and lunch items.
- Proficiency in Shopkeep and Shopkeep Backoffice

Advocate Agency/Garlic Fest, Chehalis WA – Vendor and Entertainment Director

January 2013 – December 2014

- Send, receive, and process applications to become a vendor in the Chehalis Garlic Fest.
- Assure that all paperwork and insurance is in place and accurate
- Recruit and accept applications for bands for 2 stages, over the course of 3 days within a limited budget.
- Obtain and approve contracts between the bands and the Advocate Agency.
- Work with owner to plot out all of the vendors spaces.
- Create a schedule for the bands for all 3 days.
- Spend a week setting up, plotting spaces, and welcoming vendors to the fairgrounds.
- Work from 8am-9pm over the course of 3 days, the third day helping vendors to tear down and exit the fairgrounds and the next day removing all of our items from the fairgrounds and storing them till next year.

EDUCATION

W.F. West High School, Chehalis, WA *Diploma*

August 1996 – June 1999

Participated in classes like FBLA, FFA, BUSINESS Math, and Computer Skills.

Centralia Community College, Diesel Technologies 2002-2003, No Degree