

List of Certification Skills for Business Management

- ✓ RETAIL MANAGEMENT
 - Inventory Management
 - Restocking sales floor with supplies & inventory
 - ShopKeep POS System Operating Management
 - Cash, Credit & Check Transactions
 - Completing Returns & Refunds
 - Customer Service
 - Creating positive relationships with customers
 - Collecting customer data
 - Monitoring customer behavior
 - Display Management
 - Design & execute floor sets & window displays
- ✓ BUSINESS ADMINISTRATION INDUSTRY SKILLS
 - Adaption to various technology
 - IPAD, PC & MAC proficient
 - Self-Management
 - Completes tasks & prioritizes independent reports
 - Self-Confident
 - Developed a personal brand. Good rapport with adults
 - Written Communication
 - Can draft business letters, memos, emails, resume & cover letter
 - Verbal Communication
 - Can make & return phone calls in a professional manner
 - Interview preparedness
- ✓ 21ST CENTURY SKILLS
 - Initiative
 - Competed in DECA's business & marketing competitions
 - Reliability
 - Exceptional attendance & on time for shifts in school store
 - Collaboration
 - Works well in team environment
 - Listening
 - Able to follow written & oral directions