

AMANDA PEREZ

(214) 469-7298

amandamarieperez@gmail.com

Celina, Tx

SUMMARY

A motivated and detail-oriented professional with several years of experience in management and customer service. I am currently seeking an opportunity to utilize my exceptional communication and problem-solving skills in a fresh and dynamic environment.

PROFESSIONAL EXPERIENCE

PGA TOUR Superstore - Southlake, Tx

2007-2024

I have worked at PGA TOUR Superstore for more than 16 years, holding various positions.

My most recent role was **Manager of Associate Support**, where I handled HR and administrative tasks such as answering customer calls, responding to emails, creating and sending reports, onboarding new employees, troubleshooting IT issues, managing payroll, and creating store schedules. My main responsibility was taking care of our associates and customers. Prior to that, I was the **Lead in the Logistics and E-commerce** department. In this role, I managed the daily e-commerce operations, ensuring that the right products were delivered to customers on time. I oversaw the fulfillment process, handled logistics, and provided customer service support. I also collaborated with the customer care team to resolve any issues and ensure a quick resolution for our customers. Throughout my experience at PGA TOUR Superstore, I have been dedicated to providing excellent customer service and maintaining accuracy in various aspects of the business. My roles before that were **Soft Goods Supervisor, Administrative Assistant, & Customer Service Associate**.

KEY SKILLS

- Microsoft Office
- Google Suites
- Bilingual - English & Spanish
- Communication
- Accountability
- Leadership
- Problem Solving
- Phone Etiquette

PROFESSIONAL REFERENCES

Jeff Kuenzle - General Manager @ PGA TOUR Superstore

Phone: (214) 762-0205 Email: jkuenzle@pgatss.com

Diana Carmona - Office Manager @ Sam Garcia Architect, LLC

Phone:(956) 631-8327 Email: DC@samgarciaarchitect.com

Allie Salts - Pro Shop Manager @ The Nest Golf Club

Phone: (561) 630-1192 Email: asalts@pbgfl.com

EDUCATION

South University - The Art Institute of Dallas - Dallas, TX

2010 - 2012

- Associates of Arts in Culinary Studies - Baking and Pastry

Frisco High School - Frisco, TX

2003 - 2007

- High School Diploma
- Certified Nurses Assistant certificate