

# Mine YUKSEL

## Personal Info

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**Name Surname** Mine Yüksel  
**Birth Place** Adana/Turkey

## Contact Info

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## Objectives

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Seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge, and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth

## Experience

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September 2022- Current      MACY'S BOCA RATON  
Manager, Business Administration  
The Manager, Business Administration leads the essential activities and colleagues that drive At Your Service and Stores business processes that allow Macy's Stores to successfully run. The role focuses on establishing Customer Service standards for the At Your Service destination in stores, as well as the human resources functions such as interviewing and hiring, as well as staffing and scheduling to ensure the Store runs smoothly. Additionally, this position handles store operations and administrative functions such as budgets and cash office functions. Performs other duties as assigned.  
Essential Functions:  
• Lead At Your Service front of house staff, including customer service and support, product pick-up, returns, bill pay, etc.

- Lead functions of the hiring process including developing efficiencies in prescreening applicants, corresponding with applicants, interviewing, selecting the best talent and coaching peers in all aspects of hiring.
- Key stakeholder in the TA process, responsible for ensuring job postings are maintained, appropriately and filled in a timely manner.
- Lead the colleague onboarding process, to ensure a rapid learning curve, raising engagement of new higher and lower turnover rate.
- Direct strategies to lead new hire orientation and training sessions as needed.
- Manage non-payroll supply budgets logs and balance store checkbook; review seasonal payroll/non-payroll budgets.
- Strategize with other Store Leaders on Staffing and Scheduling workforce solutions to ensure the Store is being led efficiently. Manage all post-production schedule changes for the store.
- Coach, motivate and develop Store Colleagues to reach their fullest potential and use strategies to optimize productivity and efficiency. • Monitor and address performance issues on a timely basis.
- Administer any discipline and coaching as needed.
- Utilize review process as a tool for Colleague talent development, promotion and advancement.
- Lead team responsible for balancing the vault and perform other cash functions on a daily basis; perform monthly cash office self-audit.
- Direct team who will replenish and balance registers; leads research and resolves cash shortage issues.
- Schedule, coordinate, and confirm work order completion by 3rd Party contractors/vendors
- Act as the key store contact with Central Business Partners; perform as liaison with systems team; submit and follow-up on work orders as needed.
- Direct and organize weekly store recognition rallies; maintain store bulletin board program to drive engagement.
- Administration of the Safety program and accident reporting process.
- Regular, dependable attendance and punctuality.

Feb 2021 – Sept 2022

## MACY'S BOYNTON BEACH

Multi FOB(family of business) Sales manager and Customer Service Manager

Lead by driving sales and selling with focus customer and colleagues with Ensuring colleagues engage with customers and provide a friendly and easy to shop environment

Review Sales and Star Rewards results and strategize action for continued improvement

Determine strategies to drive and motivate colleagues to solicit the Star Rewards Program by reinforcing the benefits of new accounts

Analyze reports in order to strategize and deliver results; implement action plans focusing on deficient areas and highlight growth opportunities

Review and utilize Sales data to provide colleague recognition; develop and communicate strategies to improve results

Continue to build the client relationship between Stylists and customers through MyClient tool and other customer acquisition initiatives

Plan and execute events and community outreach

Monitor and address performance issues on a timely basis

Conduct ongoing Talent Analysis of colleagues and establish career progression plans for key players and positions to result in retention of best talent and turnover reduction

Actively fill open positions prioritizing internal colleagues in Customer Experience, Commission, and High Level selling areas

Interview, hire, train, direct, manage, coach, develop, coordinate, evaluate, and discipline direct and indirect reports; establish strategy for work; provide insight and decision support; direct and manage team to meet or exceed performance and behavioral expectations; address complaints from and resolve problems with colleagues

Utilize check-in process as a tool for Colleague talent development, promotion and advancement

june 2016 – January 2021

## MACY'S BOCA RATON

Sales and Customer Service Manager

Budget and schedule management for more than 80 team members and manage a \$20-million- dollar business at one of the Growth 100/ flagship stores. Develop achievable and sustainable goals to motivate associates to drive sales and achieve results over 25% to plan. Recognized in having top 5 performers in the south region those who archived over \$1million sales. Maintain, develop and grow community

partnerships through local schools, organizations and shelters: Boca helping hands, United way, Morikami and Boca Chambers. Manage programs and interact with public (more than 450 internal and external stakeholders) at open houses, public meetings and other outreach events: Macys Parade, Loyalty Events, Go Red for Women, Grassroots Events and Fashion Shows.

Work cross functionally to develop and coach team to support the growth of associates and EDP interns into supervisor and management roles. Recognized as Best Talent and Development manager of the year. Track success of programs to Improve satisfaction and retain clients through the analysis of customer comments: Store surveys and customer letters.

Collaboration with merchandising team, District merchants as well as vendor partners. Recognized for leadership and ability – promoted within three months from a sales supervisor to sales manager and selected Manager of the year within the first year with achieving best results including, Sales, loyalty, eventing and clientele

Feb 2016 – June 2016

#### MACY'S BOCA RATON

Human Resources Assistant Manager

Oversee and accountable as the stores event manager excelled in organizing successful hiring events as well as maintaining a proficient staff with a low turnover rate. Utilizing Oracle, Taleo, and Kronos to reach the data base. Other job duties included scheduling, training, benefit plans, as well as planning executive store and charity events.

June 2015 – Jan 2016

#### MINEM CONSULTING GROUP

Founder

MineM Consulting Group (MCG) is a leading global management consulting company that specializes in International Marketing Strategies. MCG focuses on helping clients to make confident decisions to relocate their business worldwide. MCG specializes on European and Middle Eastern Companies to develop and extend their business in USA. MCG provides exclusive and critical information-intensive based market research assessed by an experienced consulting team, which helps the clients design, build, and implement successful global mobility programs.

I helped several businesses to relocate to US. The clients names are not be reveled due to clients privacy agreement.

December 2013 - April 2015

HESS OIL CORPORATION

Human Resources Manager Trainee, South Florida and North Carolina Regions

In collaboration with legal department enhance the origination's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs and practices. Maintain the work structure by updating job requirements. Ensure legal compliance by monitoring and implementing applicable human resources federal and state requirement, conducting investigations, maintaining records as well as keeping past and current records.

May 2008 - December 2013

HESS OIL CORPORATION NY,FL

General Manager in Retail Store

Oversee and be accountable for the operation of the retail facility by ensuring maximum sales and the following: effective merchandising; human resources management; team development; inventory management; containment of operating costs and managing shrinkage levels. P&L based budget analysis and projection monitoring by ensuring maximum sales, utility expense management, payroll expenses. Train and develop facility personal in all aspects of the business. Continually evaluate and address performance issues and actively recruit high caliber associates and assistance managers. Oversee and be accountable for the operational machineries of the retail facility by ensuring maintenance and repair the following: cash registers, office computers and operational machineries, satellite servers, sergeants, tank monitoring machineries-veeter root-, trouble shooters, hanging dispensers and consulates, pumps, gasoline dispensers, fire extinguishers, etc. Obtain safe and injury free environment for the personal and environment.

November 2006 - May 2008

EXON MOBIL OIL CORPORATION, NY

Assistant Manager in Retail Store

Oversee and be accountable for the operation of the retail facility by ensuring maximum sales and the following: effective merchandising; human resources management; team development; inventory management; containment of operating costs and managing shrinkage levels. P&L based budget analysis and projection monitoring by ensuring maximum sales, utility expense management, payroll expenses.

Train and develop facility personal in all aspects of the

business. Continually evaluate and address performance issues and actively recruit high caliber associates and assistance managers. Oversee and be accountable for the operational machineries of the retail facility by ensuring maintenance and repair the following: cash registers, office computers and operational machineries, 2 satellite servers, sergeants, tank monitoring machineries-veeter root-, trouble shooters, hanging dispensers and consulates, pumps, gasoline dispensers, fire extinguishers.

Feb 2007 – Dec 2008

DOWLING COLLEGE, NEW YORK

Assistant Teacher

Responsible over 300 International students and their awareness and orientation in US school environment and life expectations. Mentoring conversation labs and study groups.

## Education

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May 2014

Palm Beach Atlantic University, FL

Organizational Management ( Additional Bachelor's Degree)

May 2010

Dowling College, NY

Bachelor's Degree in Business Administration Management and Leadership

2004

Mersin University

Associate's Degree in Electric and Electronic Engineering

1998

Cukurova Electric Vocational Technical College,  
TURKEY `98

Electric Technician

## Internships - Seminars

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2006

Six Sigma Yellow Belt

2002-2003

Online Education Project Leader

2001

Time Management Practitioner Seminar / Jim Rohn,  
Bangkok, Thailand

2001

Int. Network Marketing Seminar / Jim Rohn,

Bangkok, Thailand

1998-2000

NLP Practitioner

1997-1998

Turkish Telecommunication-Communication Engineering

2007-2013

Brand Management Seminar

Event Management Seminar

Train the Trainer

## Languages

**Turkish**

Writing 10/10, Speaking 10/10

## Competencies

**Software**

Ms Office

Oracle

Chronos

Autocad

**Memberships**

Int. Student Club President

United Way

Boca Helping Hands

AVDA

March of Dimes

St. Junes

Boca Chambers

**Skills**

◆ To identify and understand the various human resource functions and their current use in ,modern organizations

◆ Classify various Human Resource facets, such as recruitment , training ,evaluation ,performance and career development.

◆ To distinguish between intent and current practice in organizations.

◆ Case studies and consulting in any level and organization.

◆ Develop performance appraisal in the evaluation systems

◆ Create business budgeting in the planning process

◆ Demonstrate the sales forecasting process

◆ Analyze financial statement and build strategic plan

◆ Excellent communication skills with clients

◆ Team player: enjoy sharing knowledge and development of achieving team goals.

◆ Retail management

◆ Petroleum facility management in retail level: maintenance and repair.

◆ Draw electric projects for business and homes up to 4

story buildings.

- ◆ Calculate and develop utility savings projections.
- ◆ Retail level plan projection calculations.
- ◆ Brand management
- ◆ Event management

## References

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Joe Behar	Profesörü, Dowling College, NY
Serdar Sökelen	Businessman Milestone, Miami/ Ankara
Müzeyyen Şevkin	27. Period Senator, Adana/Turkey
Necdet Beker	Architect/ Founder Neon Architects, Ankara/Turkey

## Others

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<b>Hobies</b>	Theather
	Opera
	Travel
	Innovation – Technology