

Tierra Omller

Austin, TX

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+1(512) 585-7981

Professional Summary

Currently Remote Only. If local, can come to office 2x's a week.

Authorized to work in the US for any employer

Work Experience

Operations Manager

TnT Fit-Austin, TX

December 2022 to Present

Managed the daily operations of a busy health and wellness retail store, including team scheduling, inventory control, and customer service.

With a proven track record in customer service and sales, I consistently exceed expectations by building strong relationships, understanding customer needs, and closing deals with confidence. My ability to connect with people, resolve issues quickly, and drive results has led to high customer satisfaction and repeat business. I'm passionate about delivering value and turning every interaction into a win for the customer and the company.

Hired, trained, and supervised a team of employees, creating a positive and productive work environment.

Handled ordering, tracked inventory, and communicated with vendors to ensure the store stayed well-stocked and organized.

Built stronger day-to-day systems that helped improve efficiency and reduce errors in both customer service and inventory.

Strengthened customer relationships through personalized service and product education, helping boost repeat business and referrals.

Led local marketing efforts and events to grow the brand's reach and connect with the community.

Grew the store's Instagram following by over 3,000 followers in just six months through consistent, engaging content and targeted outreach—boosting brand visibility and driving new customers to the store.

Balanced front-end customer support with behind-the-scenes organization, ensuring smooth, consistent operations.

Regularly updated ownership and management on store performance, team needs, and opportunities for growth.

Senior Account Executive

Fifth Sun-Chico, CA

November 2019 to August 2022

Executive Assistant to the Mayor

City Council-Paradise, CA

April 2016 to December 2019

District Sales Manager

Old Navy-Chico, CA

June 2014 to January 2016

Office Manager

Lee Joes Realty-Chico, CA

February 2012 to June 2014

Education

Associate's degree in Real Estate

Butte College-Chico, CA

August 2012 to December 2015

Associate's degree in Business

Butte College-Chico, CA

August 2012 to December 2015

Skills

- Microsoft Word
- Office management
- Social media marketing
- Call center
- Recruiting
- Customer service
- Digital Marketing
- Social media management
- Budgeting
- Public Relations
- Microsoft Office

Certifications and Licenses

EMS