








## Contact


 Cleveland Hts, OH

 Bigheadhub  
BDelk\_

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 Bernard Delk

## Education

2006 Cleveland Heights Highschool  
General Education Diploma

2016 Lakeland Community College  
Associates of Arts- AA 2016

## Credentials

Adobe Illustrator Certification, 2017  
Adobe Photoshop Certification, 2017  
Adobe Indesign Certification, 2017  
Typography Certification, 2018  
Layout & Composition, 2018  
Display Type Certification, 2018  
Perspective Drawing Certification, 2018  
UPS Operator Certification, 2023  
UPS Print Certification, 2023  
Notary Public Ohio, 2023

# Bernard C. Delk

Store Manager | Specializing in Graphic Design and Brand Development

Dedicated Store Manager with a strong background in graphic design and brand development. Proven track record of driving sales and enhancing customer experiences through creative visual and audio strategies. Adept at managing teams, optimizing store operations, and executing innovative design solutions to elevate brand identity. Seeking to leverage my unique skill set to lead and grow a retail establishment.

## Work Experience

### Store Manager

**The UPS Store #1240**, February 2023-Present

- Overseeing daily operations of the high-traffic University Heights UPS Store, ensuring exceptional customer service and efficient package handling.
- Managing a team of 11 staff members, providing training, guidance, and performance evaluations.
- Implementing inventory management strategies, reducing overstock by 20% and minimizing stock-outs.
- Achieved a 17.4% increase in store revenue through effective marketing campaigns, up-selling services, and fostering customer loyalty.
- Maintaining compliance with UPS corporate standards and guidelines, ensuring seamless integration with the UPS network.
- Resolving customer inquiries and concerns promptly, exceeding the 95% customer satisfaction rate.
- Implementing cost-saving measures, reducing operational expenses by 12%.
- Completed Certified Operator Training demonstrating proficiency in operational tasks and safety protocols for The UPS Store Corporate Requirements.
- Completed The UPS Store Print Training Program that focused on the company's printing and document processing using the fiery software and printing equipment.
- Conducting notarizations for legal documents daily ensuring compliance with Ohio Notary Public regulations.

### Graphic Design Business Owner

**Big Head Hub Design Agency**, January 2014-Present

- Founded and successfully operating a graphic design business specializing in creative logo creations, branding, web design, and print materials used in business.
- Managing all aspects of the business, including client acquisition, project management, budgeting, and creative direction.
- Developing and maintaining a diverse client portfolio, serving clients from various industries, resulting in a 25% increase on average in annual revenue year-over-year.
- Executing design projects from concept to completion, consistently meeting or exceeding client expectations and deadlines.
- Cultivating strong client relationships, leading to a 90% client retention rate and numerous referrals.
- Implementing effective marketing and branding strategies, resulting in a 30% growth in client inquiries and contracts.
- Staying up-to-date with industry trends and technologies, ensuring the delivery of cutting-edge design solutions.

### Department Manager

**Floor and Decor #273**, February 2022 - November 2022

- Led a team of 6 in the Tile Department, overseeing daily operations, staff scheduling, and training initiatives.
- Achieved departmental sales goals by implementing effective merchandising strategies and optimizing product placement.
- Streamlined inventory management, reducing overstock levels by 15% and ensuring product availability.
- Maintained a high level of customer satisfaction by resolving inquiries and issues promptly, resulting in a customer service rating and morale of the store to improve.
- Collaborated with upper management to develop and implement departmental policies and procedures, contributing to increased operational efficiency.
- Conducted performance evaluations and provided ongoing coaching to team members, resulting in a 30% improvement in staff productivity.
- Implemented safety protocols and ensured a safe work environment for all employees.

### Customer Service Representative

**Uber Technologies**, May 2016 - June 2020

- Provided exceptional customer support to Uber drivers and riders through various communication channels.
- Resolved issues and inquiries in a timely and efficient manner, ensuring a high level of satisfaction.
- Utilized in-depth knowledge of Uber's services, policies, and procedures to assist customers effectively.
- Collaborated with other team members to share insights and improve support processes.
- Maintained accurate records of customer interactions and feedback.