









CONTACT

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EDUCATION

2016 Lakeland Community College
Associate of Arts - AA · 2016

2006 Cleveland Heights Highschool
General Education Diploma

CERTIFICATIONS

Adobe illustrator
Adobe Photoshop
Adobe Indesign
Color for Design and Art
Typography
Layout & Composition
Display Type
Perspective Drawing

HOBBIES

Running, video games, reading,
rollercoasters and TV series.

BERNARD C. DELK

Manager/Operations Specialist

PROFESSIONAL PROFILE

I am a problem-solving leader. I am an adaptable, well rounded, articulate team leader. I love the opportunity to approve operations and team management to increase revenue and productivity. My goal is to increase sales or services while maintaining the company's desired budget. I am an asset to any team I join.

PROFESSIONAL SKILLS



WORK EXPERIENCE

- **02/2023 – Currently The UPS Store& Print Shop #1240 University Heights, Store Manager**
 - Hire, train, and manage staff.
 - Ensure that center achieves targeted revenue projections.
 - Maintain company budgets and manage expenses.
 - Manager stores supplies and inventory, placing orders with the vendors.
 - Create graphic design templates for store prints as needed.
- **03/2022 - 11/2022 Floor and Decor #273 Warrensville Heights Tile Department Manager**
 - Create strategies to increase productivity and improve operations.
 - Recruiting and training new employees on policies and procedures.
 - Ledger balancing and cash drawer maintenance.
 - Delegating task managing staff giving guidance and leadership.
 - Maintaining and managing budgets.
- **04/2021 - 10/2021 Super Pedestrian Transportation Technologies Operations Associate**
 - Execute daily operation needs to asset with scooter deployment
 - Handle scooter charging and safety inspections
 - Participate in community outreach and marketing events.
- **May 2016 - June 2020 Uber Technologies Customer Service Representative**
 - Deliver in-person support to driver-partners
 - Work with the driver Operations team to make the support processes better.
 - Introduce Uber Eats to local restaurants increasing its customer base.
 - Provide graphical design assistance for regional projects upon request.
 - Assist with promotions and appreciation events as needed.