

NAOMI EGIE

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EDUCATION

ASSOCIATES OF THE ARTS

Community College of Baltimore County - Baltimore, MD

CURRENT STUDENT

Towson University - Towson, MD

Expected Graduation - May 2026

WORK EXPERIENCE

MACY'S
White Marsh, MD

Sales Captain/Customer Experience Manager

03/2024 to 10/1/25

- Driving business and sales through events and promotion
 - o Creating flyers and/or business cards through Canva
 - o Setting up interactive activities for customers including props and refreshments
 - o Overseeing events within departments around the store
- Training new associates on POS systems and floor operations.
- Maintaining colleague schedules
- Floor operations
 - o Checking and cleaning fitting room
 - o Greeting and assisting customers
 - o Using POS system
- Processing new merchandise
- Delegating tasks to colleagues
- Business acumen
 - o Power BI
 - o Microsoft Teams
 - o Outlook

MACY'S
White Marsh, MD

Customer Experience Manager

10/1/2025 to Present

- Driving business and sales through events and promotion
 - o Creating flyers and/or business cards through Canva
 - o Setting up interactive activities for customers including props and refreshments
 - o Overseeing events within departments around the store
- Training new associates on POS systems and floor operations.
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BATH AND BODY WORKS
Towson, MD

Customer Service Representative and Key Holder

09/2019 to 03/2024

- Promoted to top seller after one year and then key holder after 3 years.
- Trained new associates on POS systems and floor operations.
- Welcomed recurring and new customers into the store.
- Answered phone calls and helped customers with inquiries and issues in a polite and professional composer.
- Assigning responsibilities to associates based on associate expertise and strength to boost sales and the customer shopping experience.
- Using POS systems and accepting payments while adhering to the store policies and procedures.

MACY'S THANKSGIVING DAY PARADE
New York, NY

Parade Ambassador

11/27/25

- Guiding parade volunteers to their correct station before, during, and after the parade
- Answering questions from the public or volunteers

SKILLS

<ul style="list-style-type: none"> - Computer Proficiency in Microsoft systems - Canva - Adobe systems - Rapid Skill Acquisition 	<ul style="list-style-type: none"> - Customer Service - Teamwork and collaboration - Leadership - Project Management
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REFERENCES

ALEXANDER KARAS

Phone: 443-419-2115

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CHRISTINE CARRASQUILLO - STORE MANAGER, MACY'S

Phone: 443-485-8459

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