

**Andrew Sabanal**

**Professional Experience**

**Ulta Beauty - Beauty Advisor**

**October 25<sup>th</sup>, 2019 – September 12<sup>th</sup>, 2023**

- Able to problem solve and de-escalate any difficult situations with customers as well as coworkers and help find solutions to satisfy all parties
- Build and nurture relationships with customers
- Able to recommend specific product or services based on customer needs, building trust and a continued relationship with customers increasing sales and returning purchases
- Excellent multitasker, able to work effectively and calmly during peak rush hours and busy events
- Knowledgeable about all brands, products, services, and promotions offered
- Able to upsell to aide in meeting weekly, daily, and hourly sales goals
- Ensuring all tasks are executed as planned and product is available for purchase.
- Supporting store management by following process and procedures and completing tasks.
- Managing task dashboard and ensure the timely completion of all operational processes, including the shipment and replenishment processes of goods, merchandise sets, and inventory counts and procedures.
- Contributing to an inclusive environment that supports teammates, peers, and the internal and external guests served.
- Participating regularly in ongoing training, including timely completion of daily digital trainings, to enable continuous professional development and drive sales performance.
- Ensuring compliance by being knowledgeable of Ulta Beauty's policies, procedures, and standards.
- Executing other operational tasks as directed.

**EPIC 'Ohana- Youth Partner**

**September 15<sup>th</sup>, 2023 – Present**

- Providing one-on-one mentorship and peer support to youth and young adults
- Helping with system navigations such as homelessness, juvenile justice, foster care, etc.
- Participating in trainings to further professional development to better serve youth/young adults
- Advocating for policy change
  - Teaching and empowering youth/young adults to advocate for themselves
- Connecting youth/young adults to resources
- Planning and assisting in events tailored to youth mental health, foster care, homelessness, etc.
- Facilitating workshops and meetings

**Volunteer Experience**

**WorkHawaii Youth Program Leadership Council**

**September 15<sup>th</sup>, 2019 – June 25<sup>th</sup>, 2021**

- Elected by peers as one of six student leaders
- Involved in leading, planning, and facilitating participant events
- Organize and attend meetings
- Communicate needs and concerns as liaison between participants and staff

## **Juvenile Justice State Advisory Council Youth Sub Committee**

**July 16<sup>th</sup>, 2024 - Present**

- Advocating for policy change within the juvenile justice system
- Empowering the voices of young people
- Planning and engaging initiatives related to juvenile justice
- Strengthening communities

## **Strengths and Skills**

- Strong leader
- Takes initiative
- Problem solver
- Effective communicator
- Great customer service
- Dependable

## **Education and Certifications**

**HiSET Diploma**, McKinley Community School for Adults

**Office Administrative Technology Certificate**, Leeward Community College

**First Aid/CPR Certified**, American Red Cross

**Expiration: June 2021**

## **References**

**Koyu Kebekol**, Human Resources Manager- EPIC 'Ohana

[REDACTED]

**Corinna Sosa**, Youth Partner Manager – EPIC 'Ohana

[REDACTED]

**Kehaunani Liinamuliwai**, Retail Sales Manager- Ulta Beauty

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