

Kecia Y. Sakugawa

WORK EXPERIENCE:

Target, Kahului, HI

Closing Team Lead

June, 2019 - Present

Understanding each area and role in the store and how it contributes to and impacts total store profitability
 Execute store strategies to deliver business results and store sales goals while prioritizing the guest experience
 Be a partner to the store leadership team through communication and collaboration to influence current sales performance and workload deliverables, leverage daily check-in and check-outs and leadership meetings as connection points
 Establish consistent routines and lead the team to ensure departments are zoned, in-stock, signed and labeled appropriately, including sales plans set timely and promotional signing set accurately
 Use the business planning tools to share priorities and business updates with store leadership
 Take action to achieve performance goals
 Expect and enable team members to stay up-to-date on relevant trends and products
 Evaluate and recommend candidates for open positions and develop a guest-centric team
 Close knowledge and skill gaps through training and experiences
 Establish clear goals and expectations and hold team members accountable to expectations; partner with leaders as needed to share performance feedback
 Oversee total store operations
 As a key carrier, follow all safe and secure training and processes
 Address store needs (emergency, regulatory visits, etc.)
 Provide service and a shopping experience that meets the needs of the guest
 Demonstrate a culture of ethical conduct, safety and compliance; lead and hold the team accountable to work in the same way
 All other duties based on business needs

State of Hawaii, DHS, Med-QUEST Health Care Outreach Branch, Wailuku, HI

Health Care Outreach Coordinator

December, 2016 - Present

Work with Community Organizations, Marketplace Assister Organizations, and Navigator Organizations to ensure that the necessary and required outreach activities are occurring in the community.
 Assist individuals and families who need medical assistance in applying for health coverage through Med QUEST/KOLEA and/or Healthcare.gov.
 Supervise, train and assist State of Hawaii Staff, Navigators, Kokua and other community members with Med QUEST policies, procedures, and eligibility clarification.
 Provide counseling, discipline, support and advocacy for all Kokua and Navigators and identify and propose solutions to challenges that may occur in the workplace.
 Administer personnel and employee relations programs in accordance with company policies and procedures while ensuring compliance with regulatory requirements including federal, state and provincial laws.
 Conduct both internal (staff) and external (client) investigations and prepare written documentation to support recommendations.
 Develop individual action plans with each Kokua and Navigator as needed.
 Develop and maintain professional relationships with participants, employers, and other agencies.
 Participate and prepare for various audits both internal and external.

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Conduct and perform outreach to various employers and agencies.
Assist with the development of various documents.
Compile, prepare, and submit reports for various programs.
Oversee and review the custody and maintenance of program files and data.
Act as a liaison between the community and Med QUEST.
Perform additional duties as assigned by various supervisors.

Victoria's Secret, Kahului, HI

Opps. & Staffing Supervisor/ Brand Ops. Supervisor

December, 2017– July, 2019

Manage hiring and termination of all associates.
Provide counseling, discipline, support and advocacy for all associates and identify and propose solutions to challenges that may occur in the workplace.
Administer personnel and employee relations programs in accordance with company policies and procedures while ensuring compliance with regulatory requirements including federal, state and provincial laws.
Manage employee engagement and recognition programs.
Conduct both associate and customer investigations and prepare written documentation to support recommendations.
Administer employee schedules, recruitment, payroll, and requests off.
Manage attendance, work related injuries, and all HR matters.
Develop individual action plans with each employee as needed.
Coordinate with Home Office all required trainings for associate and management staff.
Supervisor over 25+ associate and seasonal associates.
Develop, train and onboard all new associates.
Develop and support associate retention strategies.
Participates in overall merchandising presentations of each brand by reviewing brand guide maps, preparing merchandise for execution and participating in floor set activity.
Executes the short term sell thru strategies with use of visual merchandising filters.
Leads processing, replenishment, and inventory teams.
Responsible for merchandise flow standards, assessments and backroom organization.
Executes store out of stock exercises to identify gaps in product availability.
Works with Store Leadership Team to understand payroll management and take appropriate action.
Executes censoring guidelines in accordance to guidelines to reduce shrink.
Completes transfers and damages.
Owns weekly ordering and organization of cash wrap including supplies, bags, tissue and Mobile Registers.
Responsible for offsite storage audits and maintenance of offsite storage checklist.
Leads the entire sales floor while assigned to the role of Customer Sales Lead (CSL) and ensuring the team is delivering the best buying environment for the customer.
Upholds positive associate relations that lead to engagement in the brand and the team.
Executes store opening and closing procedures and recovery.
Reinforces store strategies to reduce shrink and build personal capabilities in asset protection.
Personally execute Talent Life Cycle (Including selection/interviewing, onboarding, coaching/performance management, succession, reward and recognition, and culture/engagement.)
Schedules and leads performance management for direct reports and oversees execution of assigned team.

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Schedules all brand's initiatives and strategies.

Inspects payroll coding for accuracy and makes daily, weekly, monthly decisions to manage labor plan. Executes all workforce management requirements including; schedule creation, entering in events/fixed schedules, editing, and posting.

Inspects associate availability, scheduling practices, and zoning of total store and approves all associate requests off.

Owns and understands shipment visibility to ensure processing payroll is scheduled to meet product flow demands and adjust schedule appropriately.

Shares Key Performance Indicator reporting and builds capability of entire store team around physical inventory outcomes.

Leads execution of all store projects and compliance; including physical inventory, markdowns, re-tickets, and other non-selling related task.

Owns with maintenance and tracking and follow-up of all maintenance issues.

Manages supply budget and makes final decision on all supply orders.

Perform additional duties as assigned by various supervisors.

Victoria's Secret, Kahului, HI

Sales and Support Generalist/ TAP Supervisor

January, 2016 – December, 2017

Drove store sales and growth by personally selling to customers.

Proactively engaged with customers, read cues and responded effectively.

Provided customers with the perfect bra fit by asking effective questions.

Converted returns, offers and other promotions into larger sales.

Delivered a friendly and efficient cash wrap experience, processing customer transactions accurately and efficiently at the Point of Sale.

Reinforced customer buying decisions at checkout and encourages the purchase of additional items.

Recovered cash wrap selling zone and "go-backs".

Builds customer loyalty by opening Victoria's Secret Angel Cards, through customer email and phone capture.

Processed merchandise to be floor ready and maintained back room and under stock to brand standards.

Replenished merchandise to brand standards.

Assisted with other projects as needed including markdowns, re-tickets and the mark out of stock process.

Executed floor set proficiently.

Assisted with maintenance of back room and under stock, to brand standards to enable efficient replenishment.

Assisted in housekeeping of sales floor and communicating maintenance issues.

Kept an awareness of, and built personal capability in, loss prevention.

Reinforced store strategy to reduce shrink.

Supported all activities related to providing a safe working environment.

Perform additional duties as assigned by various supervisors.

State of Hawaii, Judiciary, Special Services Branch, Wailuku, HI

Social Worker IV

April, 2014 – November, 2016

Establish, maintain, coordinate, and evaluate in-community services for court clients.

Screen and investigate victims and offenders in various programs to ensure that all court instructions and laws are being followed.

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Develop, coordinate, and execute a plan for treatment and rehabilitation.
Screen offenders to assess their suitability for various programs.
Screen, interview and supervise CASA participants.
Serve as a GAL for various clients.
Match, place, supervise and support offenders and work-sites while offender is completing their in-community service plan.
Prepare various reports.
Perform additional duties as assigned by various supervisors.

State of Hawaii, DHS, Med-Quest Systems Office, Kapolei, HI

Health Care Business Analyst

March, 2013 – March, 2014

Properly maintaining business documents.
Performing as a liaison between contractor and MQD KOLEA Project staff.
Assisted in determining business requirements and translating them into solution.
Participating in various meetings on the project.
Assisting in writing efficient and effective test plans, test strategy, system testing and user acceptance testing.
Participating in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.
Assisting business users in defining and designing UAT test cases and plans.
Assisted with the various testing activities across multiple systems and assisted with test execution.
Assisted with providing the required test data for the developers in order to fix the defects.
Gained knowledge of Medicaid and Medicare rules, and changes due to Affordable Care Act.
Involved in various meetings to ensure that quality standards are enforced as per the build-release schedule.
Read reports and take corrective action.
Provide on-site support to various offices.
Provide direct support to various clientele such as low income families, immigrant families, etc.
Create various reports.
Perform additional duties as assigned by various supervisors.

Hawaii Medical Services Association, Honolulu, HI

Senior Business Analyst

February, 2013 – March, 2013

Managed, coordinated and/or facilitated completion of various unit projects to establish or improve work processes.
Helped to develop requirements for system applications required to improve existing work processes.
Coordinated and/or facilitated completion of various reporting requirements for internal and external customers.
Documented deliverables for consideration and approval by department executives and management staff.
Provide support to various clientele such as low income families, immigrant families, seniors, etc.
Perform additional duties as assigned by the Unit Manager.

Maui Economic Opportunity, Wailuku, HI

Community Services Assistant Director

January, 2011 – February, 2013

Manage hiring and termination of all community services staff members.

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Provide counseling, discipline, support and advocacy for all community service staff members and identify and propose solutions to challenges that may occur in the workplace.

Administer personnel and employee relations programs in accordance with company policies and procedures while ensuring compliance with regulatory requirements including federal, state and provincial laws.

Manage employee engagement and recognition programs.

Conduct both internal (staff) and external (client) investigations and prepare written documentation to support recommendations.

Administered employee schedules, recruitment, payroll, and requests off.

Manage attendance, work related injuries, and all HR matters.

Develop individual action plans with each employee as needed.

Coordinate and plan all required trainings for staff and clients.

Plan and execute objectives listed in various grants within guidelines, deadlines, and projections.

Develop and maintain professional relationships with participants, employers, and other agencies.

Assist in writing grant narratives, budgets, and corrective actions plans for various grants.

Participate and prepare for various audits from federal, state, and county funders.

Conduct and perform outreach to various employers and agencies.

Compile, prepare, and submit reports for various programs.

Oversee and review the custody and maintenance of program files and data.

Ensures that goals and objectives of projects and programs are accomplished.

Provide detailed program training to various program participants.

Supervise various program staff (35+) and clients.

Monitor and evaluate program to ensure successful client outcomes.

Develop, direct, coordinate and implement various community services programs.

Work with federal, state, and county departments for the direction and implementation of programs and services.

Work with various agencies and companies within the community providing referrals and supportive services.

Provide case management services to clients.

Assist and implement various Employment and Training programs to clients.

Assist in the completion of Individual Employment Plans and Individual Service Plans.

Provide supportive services and referrals to assist clients in overcoming their barriers.

Work and provide direct support to various populations such as low-income, seniors, youth, immigrants, etc.

Provide assistance and support in all aspects of direct client service.

Perform additional duties as assigned by various supervisors.

Maui Economic Opportunity, Wailuku, HI

National Farmworker Jobs Program Manager

September, 2010 - December, 2010

Manage hiring and termination of all NFJP staff members.

Provide counseling, discipline, support and advocacy for all NFJP staff members and identify and propose solutions to challenges that may occur in the workplace.

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Administer personnel and employee relations programs in accordance with company policies and procedures while ensuring compliance with regulatory requirements including federal, state and provincial laws.

Manage employee engagement and recognition programs.

Conduct both internal (staff) and external (client) investigations and prepare written documentation to support recommendations.

Administer employee schedules, recruitment, payroll, and requests off.

Manage attendance, work related injuries, and all HR matters.

Develop individual action plans with each employee as needed.

Coordinate and plan all required trainings for all NFJP staff and clients.

Plan and execute objectives listed in NFJP Grant within guidelines, deadlines, and projections.

Develop and maintain professional relationships with clients, employers, and other agencies.

Assist in writing grant narrative, budget, and corrective action plan for the NFJP Grant.

Conduct and perform outreach to various employers and agencies.

Maintain and create various reports for the NFJP program.

Provide case management services to clients.

Assist in the completion of Individual Employment Plans and Individual Service Plans.

Provide supportive services and referrals to assist clients in overcoming their barriers.

Provide detailed program training to clients entering NFJP program.

Supervise NFJP Case Managers (5+) and clients.

Monitor and evaluate program to ensure successful client outcomes.

Work and provide direct support to various populations such as low-income, seniors, youth, immigrants, etc.

Perform additional duties as assigned by various supervisors.

Maui Economic Opportunity, Wailuku, HI

Community Services Case Manager

August, 2009 - September, 2010

Plan and execute objectives listed in various grants within guidelines and deadlines.

Develop and maintain professional relationships with clients, employers, and other agencies.

Conduct and perform outreach to various companies and agencies to recruit eligible participants.

Interview clients to determine and verify program eligibility, competencies and ability.

Assess clients, identify potential barriers and assist them in obtaining beneficial services.

Provide case management services to clients.

Assist in the completion of Individual Employment Plans and Individual Service Plans.

Provide referrals to assist clients in overcoming their barriers.

Work and provide direct support to various populations such as low-income, seniors, youth, immigrants, etc.

Maintain and organize complete case documentation as required.

Provide detailed program training to employees entering various programs.

Assist other office staff as needed.

Perform additional duties as assigned by various supervisors.

EDUCATION:

Bachelor of Science in Human Development and Family Sciences,
Oregon State University

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High School Diploma, St. Anthony Jr. Sr. High School

CERTIFICATIONS/ACHIEVEMENTS:

Certificate of Completion: Berry Dunn and State of Hawaii Med QUEST
Leadership Development Training

November, 2018

Angel of the Month- Victoria's Secret

*June, 2016, December, 2017, June, 2018,
and June, 2019*

Certificate of Completion: Officer Safety Training II
Officer Safety Training II

October, 2015

Certificate of Completion: Officer Safety Training I
Officer Safety Training I

January, 2015

Guardian Ad Lit em Certified
Court Appointed Special Advocate/ Guardian Ad Lit em Training

June, 2014

Certificate of Achievement- MEO
Core Four Business Planning Course

April, 2012

Certificate of Completion: LETRA, INC and the Hawaii Department of Public Safety
Institutional Crisis Intervention- II

February, 2012

Certificate of Completion: US Department of Justice, National Institute of Corrections
Offender Workforce Development Specialist Training

January, 2012

Employee of Month – MEO

August, 2011

Certificate of Achievement, AFOP and Career Team Training Institute
Job Development Series

December, 2010

REFERENCES:

To be furnished upon request.