

HECTOR APODACA

OPERATIONS | PROCESS IMPROVEMENT | TRAINING

Beaverton, OR | theapodaca@gmail.com

[linkedin.com/in/apodacahector](https://www.linkedin.com/in/apodacahector) | [Portfolio](#)

Operations leader with 7+ years in customer service and operations, including management of three locations and 20+ employees. Redesigns workflows, builds tools for daily operations, and develops practical training. Brings experience in staffing, purchasing, vendor coordination, and independent project delivery.

Excel and Office Scripts | Microsoft 365 | SOPs and data validation
Staffing and scheduling | Onboarding and coaching | Vendor coordination

PROFESSIONAL EXPERIENCE

NIKE | Beaverton, OR

Selling and Service Specialist

11/2024 - Present

Retail accounting and administration

- Built the Zone Chart Builder in Excel and Office Scripts to prepare daily floor charts and flag roster errors; estimated to reduce preparation time by roughly half.
- Collaborated with store leadership to develop ordering SOPs, addressing recurring errors and clarifying cost and item adjustments.
- Co-designed a daily huddle format with two other leaders; used daily in-store and adopted by other locations.
- Helped onboard groups of 25+ seasonal employees across multiple seasons as part of a three-person team.
- Created job aids and piloted a 30-minute Copilot workshop for a small group of leaders working on recurring reports.
- Handle daily cash reconciliation and deposits; troubleshoot operational issues and coordinate support through resolution.

Store Athlete

08/2023 - 11/2024

- Supported customers with product selection and service; coordinated setup and on-site logistics for a pop-up event.

ALDI | Walnut, CA

Lead Cashier

09/2022 - 07/2023

- Led daily cash operations, trained five new cashiers, and processed up to 200 transactions per day.

JIMMY JOHN'S (CMM, LLC) | City of Industry, CA

Area Manager of Operations

03/2017 - 01/2022

- Managed three locations, 20+ employees, and an approximately \$500,000 annual operating budget.
- Led recruiting, staffing, scheduling, and coaching; coordinated purchasing and vendors across locations.
- Built a food-ordering ledger to track inventory needs and support purchasing decisions.

SELECTED PROJECTS

Clumsy Cloud Studio - Independent work

- Designed and delivered [Molina Graphics](#)' website, organizing installation examples, service information, and quote-request paths.
- Designing and building QuickLatch for gesture-based screenshot capture and organization, and Aura Flow for dictation across Mac apps. Both are in beta; development is AI-assisted.

EDUCATION

Arroyo Grande High School | High School Diploma | 2012