

Hector J. Ruiz

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Professional Summary

Team Lead with more than 15 years of leadership, retail operations, and customer service experience. Hold a Bachelor of Applied Science in Cybersecurity from St. Petersburg College and five industry certifications (CompTIA Security+, Network+, A+, Data+, and ISC2 CC). Currently leading operations at Target. Seeking an IT Support, Help Desk, or Cybersecurity role where leadership and technical skills can transfer directly.

Core Competencies

Leadership • Team Development • Operations Management • Customer Service • Conflict Resolution • Problem Solving • Process Improvement • Data Analysis • Microsoft Office • Communication • Time Management

Professional Experience

Target Corporation | Team Lead

December 2025 - Present

- Lead daily operations in a high-volume retail environment while maintaining exceptional guest service.
- Coach and develop team members through training, performance feedback, and recognition.
- Coordinate staffing, assign priorities, and ensure daily goals are achieved.
- Partner with executive leadership to improve productivity, inventory accuracy, and operational performance.
- Resolve escalated guest concerns and support a safe, positive, and accountable work environment.
- Monitor performance metrics and identify opportunities for continuous improvement.

Amscot Financial | Financial Service Advisor

February 2016 - April 2020

- Supervised a team of six employees and coordinated daily branch operations.

- Maintained accurate cash balances exceeding \$4,000 per shift.
- Delivered financial services while ensuring compliance with company policies.
- Built lasting customer relationships through professional service and issue resolution.

CVS Pharmacy | Shift Manager

March 2013 - January 2016

- Directed daily store operations and supervised front-end staff.
- Trained new employees and maintained high customer service standards.
- Managed scheduling, merchandising, and operational priorities.

Walgreens | Manager

2009 - February 2013

- Managed daily retail operations, employee scheduling, and customer service.
- Coached and developed associates to improve performance and engagement.
- Maintained inventory accuracy, merchandising standards, and loss prevention practices.
- Handled customer escalations and ensured compliance with company policies.
- Assisted with hiring, onboarding, and training new team members.

Education

St. Petersburg College

Bachelor of Applied Science in Cybersecurity

Certifications

CompTIA Security+

CompTIA Network+

CompTIA A+

CompTIA Data+

ISC2 Certified in Cybersecurity (CC)

Technical Skills

Windows 10/11, Microsoft 365, Active Directory, Networking fundamentals, Microsoft Office, Troubleshooting, Data analysis, Customer support, Team leadership