

# David Rich

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## Profile

15+ years in food retail experience. Completed meat cutter apprenticeship, and have been a meat cutter/assistant meat manager for 5+ years.

### Strengths:

Customer service

Customer complaint resolution

Microsoft excel, office, and word

Email and internet

Management of 5+ employees

Certified Trainer Hannaford supermarkets

Cool Labeling

Inventory

Personnel management and teambuilding

Ordering on many different systems

## Skills Summary

### Management

- Ensured smooth administration of training and operations in a fast-paced department
- Provided feedback and training to associates concerning customer service and department procedures
- Delegated tasks to ensure department conditions and quality maintenance

### Customer Service

- Employee of the month: Hannaford supermarket 2009
- Customer recognition award: ShopRite supermarket 2012
- Built a successful seafood department, Hannaford supermarket, through customer trust and honesty

## Education

### Hudson Valley Community College

Construction Management GPA3.0: 2006

### Troy High School

GED: 1999

## **Employment Background**

**Tops LLC** - Greenville, NY (3/2013 – 5/2014)

### **1st Cutter/ Assistant Meat Manager**

- Scheduling
- Ordering
- Inspecting personnel activities to ensure compliance with policies and directives
- Printing and checking invoices for accuracy
- Delegating tasks
- Cutting and sanitation compliance per NYS regulations and Customer service

**ShopRite Supermarket-** Slingerlands, NY (9/2012-2/2013)

### **Cutter**

- Customer Service
- Cutting
- Sanitation

**Hannaford Supermarkets** - Delmar, NY (7/2005-8/2012)

### **Assistant Meat Manager**

- Assisted in the implementation and follow-through of new merchandising program
- Completed meat apprenticeship in 6 months
- Maintained sales and department conditions through store remodel
- 3-5% annual sales increase
- 5-8% profit margin increase
- Ordered and printed invoices
- Delegated tasks appropriately
- Trained meat and seafood associates
- Sanitation compliance per NYS regulations