

Anthony Bonsante

I am very driven with exceptional motivational skills. Collaborate and listen to colleagues when making decisions.

Shakopee, MN

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To acquire a position that allows me to contribute to the organization by utilizing my experience and abilities, in addition to fulfillment of personal and professional goals.

Authorized to work in the US for any employer

WORK EXPERIENCE

DC Supervisor

Auer Steel and Heating - Plymouth, MN

Responsibilities

I over saw three depts that included 16 hourly employees. Managed discipline, timecard approval, scheduled daily assignments for receiving, shipping, and will call depts. I provided annual evaluations for progression within company and compensation increases. Provided weekly feedback with employees on performance, safety and other metrics associated with company. Provided safety training on powered industrial equipment.

Accomplishments

Throughout my tenure we had four team members promoted to other depts. The division I was at increased volume so much that we had to open a satellite DC that I was challenged to fill and maintain inventory fill rates at both locations.

Skills Used

Leadership, supervisory, inventory, observational feedback. Interview new candidates, also terminations.

CUSTOMER SERVICE SUPERVISOR

NORTHERN TOOL & EQUIPMENT - Pequot Lakes, MN - October 2011 to May 2014

Ensures the phones and mail are answered in a timely and professional manner to resolve customer issues and directly handles escalated customer issues as needed. Ensures that assigned customer service employees are properly trained and have adequate technical knowledge. Portray a professional image and are dedicated to providing a high level of customer satisfaction. Remains informed of all new and insisting products carried by the company, by studying company catalogs, reading company product memos, sales marketing notes, vendor bulletins, announcements, other appropriate materials, and attending seminars as scheduled.

INBOUND SALES SUPERVISOR

NORTHERN TOOL & EQUIPMENT - Pequot Lakes, MN - 2010 to 2011

To supervise and coordinate assigned phone sales functions in a manner which will ensure that phone sales and related activities are performed in a professional, courteous, reliable and results-oriented manner. Monitor calls for quality assurance to ensure customers are assisted in a professional and responsive manner. Supervised and managed support personnel as it relates to all projects or related work, establishes performance requirements, clarifies responsibilities of those supervised. Conducted performance appraisals and plans for individual employee improvement. I assisted Contact Center Manager with employee interviews, hiring and termination of employees.

LOGISTICS/OPERATIONS SUPERVISOR

KMART DISTRIBUTION CENTER - Shakopee, MN - 2002 to 2010

Responsible for the supervision and oversee of hourly associates and related departmental function and systems.

Ensuring that merchandise is stored, retrieved, processed, and maintained in an efficient, accurate and timely manner following proper procedures. Also assisting the department manager with all operational functions within the department.

ASSET PROTECTION SUPERVISOR

KMART DISTRIBUTION CENTER - Shakopee, MN - 2001 to 2002

Supervised approximately 15 contract security personnel. Worked with local and federal agencies including fire department, police, OSHA, and ATF. Responsible for protection of assets for a 1.25 million square foot warehouse with approximately 500 associates. Conducted internal investigations and was involved in implementation and monitoring of metal detectors with experience in CCTV usage. Worked with human resources and management on reduction of work comp costs and prevention. Responsible of orientation of new employees.

Worked with OSHA 200 log and enforced compliance of company policies.

EDUCATION

Elementary Education

Mankato State University - Mankato, MN

1992 to 1994

A.A.S in industrial

Central Lakes College - Brainerd, MN

1989 to 1991

SKILLS

Certified in basic first aid, CPR, AED, and bloodborne pathogens.