

3rd Sanitation

Did not respond  
to messages

\* Messaged 5/20

## Austin Norton

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Authorized to work in the US for any employer

## Work Experience

### Stocking Team Lead

Walmart - Rochester, MN  
May 2023 to January 2024

I lead a team of 15+ with another manager. Our duties included unloading trucks, stocking shelves, making a nightly schedule of what associates are on what aisle. I was also responsible for time adjustments and some schedule making. I also had to follow certain food and safety protocols along with signing paperwork when trucks arrived. I also made sure associates had the tools they needed for the day and gave them their breaks.

### Customer Service Team Lead

Sam's Club - Rochester, MN  
May 2022 to March 2023

While in this position I assisted customers with price inquiries, price overrides, along with other customers questions. I handled higher priced items such as jewelry, cologne and perfume. I was also tasked with cash advances and deposits. As a team lead I was also tasked with making sure everyone received their breaks and worked with my other team lead to make sure we had a plan for the shift.

### Sales Associate

Ashley Furniture HomeStore - Rochester, MN  
November 2021 to March 2022

I listened to the customers needs and their price range to find the best product for them and often tried to upswell them a product that could be of their interest and consistently suggestion product insurance. I utilized a variety of programs to schedule shipping orders and to check inventory.

- Placed orders
- Answered incoming calls
- Up-sold customers
- Assisted with returns

### Customer Support Representative

Spectrum - Rochester, MN  
May 2021 to September 2021

As a customer service rep I try to solve a multitude of issues for customers. I use de-escalation maneuvers to try and ease the customers experience. I utilize multiple programs to troubleshoot customers issues and log in orders.

### Night Auditor

Berkman Hotel - Rochester, MN

June 2020 to April 2021

I checked in guests and ran reports using Microsoft excel and various other programs. I also walked through the building checking that the premise was secure and that there was no security threats. If any guest had any issues with their apartment or hotel room I would communicate with technicians to remedy the issue. I was also responsible for stocking the store in the hotel, along with counting and entering expired products and ordering the new products.

### **Dispatcher**

Custom Alarm - Rochester, MN

June 2019 to September 2019

Dec.2020

- Answered phones
- Set up new accounts
- Setup meetings with technicians
- Relayed messages to law enforcement
- Tended to customer complaints and questions

### **cashier-kitchen worker**

Kwik Trip - Lake City, MN

January 2019 to April 2019

- Ran a till
- Interacted with customers and tended to their needs
- Suggestive selling was once again an emphasis
- Participated in team building activities
- Took part in cleaning and sanitation measures both in the kitchen and throughout the store
- Stocked shelves
- Took inventory for managers

### **Manager**

Burger King - Lake City, MN

July 2009 to April 2018

- I managed a team of 12, along with two other managers.
- Food safe certified through 2023
- Interviewed potential applicants
- Responsible for counting drawers during my shift
- Maintained health and Food safety standards, both company and state wide
- Unloaded truck single handedly twice a week
- Proficient in Word, PowerPoint and Excel
- Adapted to new health code changes
- Implemented new products and LTO's to our store
- Sat in on conference calls
- Took inventory and ordered new product
- Interacted with customers and catered to their complaints needs and concerns
- Suggestive selling was an emphasis
- Led staff in certain team building activities

## Education

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### **High school diploma**

River Valley Academy - Kellogg, MN

May 2014

## Skills

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- High Level Emotional Intelligence
- Good Empathic Communication
- Respectful
- Prompt
- Organized (7 years)
- Accountable
- Reliable
- Courteous and Friendly
- Ambitious
- Ability to multitask
- Adept with Numbers
- Team Player
- Solid Work Etic
- Call Center
- Customer Service
- Microsoft Office (4 years)
- Microsoft Word (4 years)
- Microsoft Powerpoint (4 years)
- Excel (4 years)
- Logistics
- Food Safety (9 years)
- Night Audit
- Team Management (4 years)
- Food safety (6 years)
- Cost control (4 years)
- Suggestive selling (4 years)
- Management (4 years)
- Succession planning
- Guest services
- Recruiting
- Sales
- Hotel experience

- Front desk
- Training & development
- Assistant manager experience
- Management (3 years)
- Interviewing
- Conflict management
- Assembly
- Retail sales
- Administrative experience (2 years)
- Windows
- Retail management
- Management
- Budgeting
- Sales (2 years)
- Employee relations
- Speed of Service (9 years)
- iOS
- Employee Orientation
- Performance Management
- Leadership
- Upselling
- Leadership
- Guest services
- Customer service
- Loss prevention
- Teaching
- Store management
- Cash register
- Team management
- Conflict management
- iOS
- Interviewing
- Windows
- Training & development
- Upselling
- Hotel experience
- Cash handling
- Basic math
- Retail math
- Sales

- Budgeting
- Succession planning
- Retail sales
- Communication skills
- Security
- Restaurant management
- Hospitality
- Restaurant experience
- Food service
- Front desk
- Warehouse experience

## Certifications and Licenses

### **Food Handler Certification**

March 2024 to March 2027

Renewed

## Assessments

### **Work motivation — Proficient**

March 2020

Level of motivation and discipline applied toward work

Full results: Proficient

### **Management & leadership skills: Impact & influence — Proficient**

January 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: Proficient

### **Work style: Professionalism — Proficient**

March 2023

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: Proficient

### **Administrative assistant/receptionist — Proficient**

February 2022

Using basic scheduling and organizational skills in an office setting

Full results: Proficient

### **Work style: Reliability — Proficient**

December 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: Proficient

**Attention to detail — Proficient**

March 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: Proficient

**Verbal communication — Proficient**

February 2023

Speaking clearly, correctly, and concisely

Full results: Proficient

**Front desk agent (hotel) — Proficient**

December 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: Proficient

**Retail customer service — Proficient**

December 2021

Responding to customer situations in a retail setting

Full results: Proficient

**Customer focus & orientation — Proficient**

December 2021

Responding to customer situations with sensitivity

Full results: Proficient

**Sales skills — Proficient**

December 2021

Influencing and negotiating with customers

Full results: Proficient

**Front desk agent (hotel) — Proficient**

June 2023

Selecting hotel rooms based on requests and identifying errors in hotel data

Full results: Proficient

**Work style: Conscientiousness — Proficient**

December 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

Food Safe certified through 2023