

# B. Smeltz

Fort Collins, CO

[bsmeltz8\\_2we@indeedemail.com](mailto:bsmeltz8_2we@indeedemail.com)

(970) 222-7779

## Work Experience

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### **CUSTOMER SERVICE CORE COMPETENCIES**

Pilgrim's Market, Coeur

2018 to Present

#### CUSTOMER SERVICE CORE COMPETENCIES

Recognized throughout career for providing exemplary customer service and being a visionary in production leadership. Results-driven performer with exceptional practical judgment to increase target sales metrics and promote operational efficiency. Solid organizational, communication and time-management skills. Mechanically-inclined with hands-on approach to team building.

Grocery and Chill Department Merchant

Pilgrim's Market, Coeur d' Alene, ID 2018 to Present

Team Member responsible for stocking on-hand and seasonal products in Grocery and Chill departments. Responsibilities include receiving inbound freight, answering telephone inquiries and engaging customer presence while tasking on service floor. Specific attention is given to out-of-stock items, end caps and current sale merchandise. Communicating culinary knowledge to patrons and placing their special orders are essential duties as well.

Back Up Store Receiver/Bulk & Food Departments Merchant

### **Team Member**

Sprouts Farmers Market, Store #303 - Fort Collins, CO

2017 to 2018

responsible for maximizing sales potential in receiving products entering the store and stocking on-hand products in the Bulk Department. Excel at knowledgeably communicating with service vendors, accurately processing paperwork and scanning invoices in a fast-paced environment. Additional service priorities include maintaining bulk product levels, enlightening customers experience through sampling techniques and accurate inventory control.

### **Merchant/Stocker/Member Service Associate**

Costco Wholesale, Store #1178, Timanth, CO

2014 to 2016

Merchandising specialist responsible for stocking on-hand and seasonal products in the Produce, Snack, Foods and Frozen Departments. Primary daily duties include setting end-caps; aisle assignment of Kirkland and national brand items; producing accurate down stock reports for warehouse drivers; and ensuring Costco department maintenance standards for appearance and safety. Additional assignments are providing Costco front-end Member service loading items for cashiers; greeting Members throughout the warehouse and answering their inquiries.

## **Home Services Lead Generator/Hardware Associate**

The Home Depot, Stores #3815 - Mentor, OH  
2012 to 2014

Home services specialist responsible for supporting three primary store priorities: Customers First, In Stock and Store Appearance. Proactively greeted customers, assessed needs, guided decisions and raised awareness to all Installation programs. Exceeded monthly metrics for promoting and generating new sales leads with emphasis on Sell, Furnish and Install (SF&I) offerings. Trained all store associates on SF&I programs, scheduled in-store sales events with service providers and coordinated seasonal merchandising goals throughout fiscal year.

## **Station Manager**

Air Care Colorado - Loveland, CO  
2010 to 2011

Lead supervisor over 14 state-certified emissions inspectors engaged in testing motor vehicles now regulated by the State of Colorado. Responsible for recruiting, training and directing staff to meet stringent standards for compliance and enforcing mandated guidelines. Key strengths included: Strategic Operations Management, Risk Management, Quality Assurance; P&L accountability; Customer Service; Cost Reduction & Budgeting; Employee Development.

## Education

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### **Bachelor of Science degree in Journalism in Journalism/Advertising & Marketing**

Kent State University - Kent, OH

## Skills

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- Customer Service
- Customer Support