

As a fast learning, organized leader that stays focused on the task at hand, an easy fit in any work environment. Working with customers and fellow employees, the intent is to communicate effectively and respect others. Always looking for ways to work more efficiently and increase productivity. Not afraid to make a mistake, as long as a lesson has been learned. Ready to grow with a company and learn every part of the business.

### **Key Accomplishments**

- Was promoted to a supervisor position at age 20
- OSHA Forklift and Hazmat Certified, 2004-2008
- Became a forklift trainer, worked across the district to safely license associates
- Supervised a team to remodel 10,000 sq ft retail space to accommodate for top line products
- Managed the inventory levels of a \$30 million dollar retail store
- Lead a team to prepare for annual inventory of entire store

### **Skills**

#### **Organization**

- Put in place processes to track inventory throughout warehouse
- Supervised overnight freight team with up to 200 pallets of product per night in a warehouse/retail environment

#### **Self-Motivated**

- Participated over 200 hours of self paced training courses to become more familiar with company products, services, and operations

#### **Leadership**

- Held 5 supervisor positions with success
- Lead teams to remodel and prep for inventory

#### **Merchandising**

- Reset and changed displays to increase gross margins
- Built and coordinated displays for seasonal and holiday driven products

#### **Customer Service**

- Awarded multiple customer service awards for going above and beyond the call of duty
- Assisted customers with product education, design ideas, and special order options
- Conducted "How to" flooring classes for customers

## Work Experience

### **Einstein Bros. Bagels – July 2010 – December 2011**

**Shift Leader** – As a shift lead, jobs can vary. Proficiency at every position in the store is key. Order taking, Sandwich making, Cashiering, and Barista. Baking and prepping food can be performed by shift leaders, if need be. Opening and Closing the store, shift leads handle cash, deposits, and securing the store.

### **Giltner Built Construction - November 2008 – April 2009**

**General Contractor** – This position covered everything from demolition, re-model, and filing. The job became more regular with the addition of a contract with Mike Sawaya's law firm. Scanning, data entry, and organized storage of hundreds of boxes of legal documents were the main focus.

### **The Home Depot - February 2003 – September 2008**

**Specialty Sales Associate: Floor and Wall Department (February 2003 – August 2005)** – The main focus of this position is to make individual sales goals by selling custom flooring and window treatments and installations. The duties also included stocking of products, department maintenance and providing great customer service to every customer.

**Floor and Wall Department Supervisor (August 2005 – August 2006)** – Stepping into a management role, the responsibility jumps ten fold. As a department supervisor, the tasks cover all parts of any retail business. Supervisors are held accountable for sales goals, ordering product, scheduling, merchandising, hiring and firing employees, and training.

**Overnight Supervisor (August 2006 – August 2007)** – The overnight supervisor is responsible for getting each night's shipments stocked on the shelf. The store must be ready for customers to shop safely by the opening of business. This job is all about time management and organization. The average night crew consists of about fifteen associates. As an overnight supervisor you become a key carrier, which means you have access to the master key and control of securing the building each night.

**Inventory Management Supervisor (August 2007 – February 2008)** – Stores are broken down into departments at The Home Depot. One thing all departments must do is order product. This position managed all associates involved in that process. Responsibilities included controlling out of stocks, correcting inventory issues, down stocking products, and transferring products around the district to balance inventories.

**Garden Department Supervisor (February 2008 – August 2008)** – The garden department is all about seasons. As the supervisor, it is important to have the right product at the right time. Christmas light hooks, ice melt and snow blowers are a must in the winter. Grills and lawn mowers move fast in the summer. Keeping a solid watering schedule makes all the difference. In the summer time, the garden department contributes 40% of the store's overall sales.

**Lumber and Building Materials Department Supervisor (August 2008 – September 2008)** – Lumber and Building Materials is all the job lot quantity. Large orders for construction sites could happen any time. Knowing your customer is key, as contractors tend to buy what they know. It is up to the department supervisor to stay in stock, and the sales will follow.

### **Colorel Blinds - January 2002 – October 2002**

**Sales Associate** – Worked for hourly wages, plus commission. I learned the ins and outs of all window treatments, including window shutters. The job included receiving daily custom orders, placing orders with customers, as well as measuring whole house projects.