
DEFOREST TAPPAN

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PROFESSIONAL SUMMARY

Results-driven professional focused on delivering exceptional support for customer needs. Successfully manages concerns and resolves conflicts to maximize customer satisfaction. Offers strong background in customer relations and communication. Experienced Courtesy Clerk bringing 3 years in grocery sales. Knowledgeable about stocking procedures and customer service standards. Highly effective at completing tasks quickly and with quality in mind.

SKILLS

- Interpersonal Relations
- Store maintenance
- Workplace Safety
- Patience and Empathy
- Customer Service
- Loading and Unloading Carts

WORK HISTORY

Lot Attendant, 08/2015 - 09/2023

Sam's Club – Ft. Collins, CO

- Enhanced customer satisfaction by efficiently bagging groceries and offering assistance with loading items into vehicles.
- Maintained a clean and organized store environment by promptly returning carts to designated areas, ensuring easy access for shoppers.
- Supported a friendly shopping experience by greeting customers upon entering store and providing helpful directions when needed.
- Contributed to positive customer interactions by remaining professional and patient while handling inquiries or complaints.

Courtesy Clerk, 04/2012 - 06/2015

King Soopers – Ft. Collins, CO

- Enhanced customer satisfaction by providing efficient bagging and carryout services.
- Maintained cleanliness of store premises, resulting in an inviting shopping environment for customers.
- Provided exceptional customer service, addressing concerns and inquiries promptly and professionally.
- Supported cashier operations by efficiently retrieving shopping carts and baskets for customer use.

- Ensured safety and sanitation standards were met through regular cleaning of store equipment and surfaces.

Guest Attendant, 06/2009 - 04/2012

Culver's – Ft. Collins, CO

- Enhanced guest experience by providing personalized service and attending to their specific needs.
- Resolved customer complaints effectively, ensuring a positive experience and maintaining loyalty.
- Collaborated with team members to improve overall customer service standards within company.
- Conducted regular follow-ups with customers to ensure their needs were met and any issues were addressed promptly.
- Enhanced cleanliness and safety by regularly sanitizing high-touch surfaces.

EDUCATION

High School Diploma: 05/2009

Fort Collins High School - Fort Collins, CO