

Dennis White
720-468-1496

Work Experience:

Kohl's:

(May 2018-Present)

Supervisor: Samantha Pacheco

Operations Supervisor: Led a team of associates in the truck unload process, ensuring the store is stocked in a fast, accurate, and efficient manner. Must make fast and impactful decisions in order to decide where each associate needs to be during the truck unload process so that the unload deadline is met. Trained employees on new processes and procedures. In charge of store replenishment, which entailed checking the in-house systems in order to replace any products which have been sold throughout the day, followed by stocking these items with my team. In addition, any online orders the store has must be fulfilled quickly and often times within an hour of receiving them. Ensured the team set up new displays in accordance with company specifications. Guided the team through price change events such as placing items on clearance and updating any prices that vendors may have altered for their products. Performed general manager tasks such as customer service, opening and closing duties, scheduling, etc.

Dish:

(February 2015-April 2018)

Supervisor: Jim Vrochta

Advanced Tech Supervisor: Provided agents feedback on a daily basis regarding various technical processes and overall customer service skills. Assisted agents and other supervisors over chat, answering questions in an accurate and timely manner throughout the shift, assisting as many as ten teams at once. Assisted customers over the phone via escalated phone calls known as Sup calls. Provided feedback via side by side sessions, call evaluations, and weekly coaching sessions. Was responsible for ensuring my team's schedule adherence was maintained, and that all business procedures were being followed properly, as well as verified and updated my team's payroll. Payroll required the knowledge of company and state laws, knowledge of systems such as Cisco and Oracle; accuracy and attention to detail was key. Interviewed potential candidates for hire with the company, as well as conducted mock interviews and resume prep for already existing employees to prepare for internal application and promotion. Drove employee engagement and coached employees to achieve success for the company and grow the customer base.

Tradesmart:

(February 2014-March 2015)

Supervisor: Bill Hendricks

Team Lead: Assisted the store manager in leading the staff on daily tasks such as sales and product intake. Helped customers settle any pricing or product disputes they may have in a professional fashion. Ensured both the customer service and buyback sides of the store were handled with accuracy in selling and buying used and new products. Stocked and prepared items for the floor, ensuring displays fell within business guidelines. Worked in a fast-paced environment and team-oriented atmosphere ensuring all customers were satisfied.

Freelance Graphic Design:

(March 2013-Present)

Lead Designer: Ensure that the client's requested designs will fit the brand and tone of the company and the desired product. Utilization of technical design skills as well as expertise in the Adobe Suite and related software. Presented rough mock-ups, ideation, and the finished product in a timely and efficient manner. Aimed to surpass expectations and produce a quality product that the business can stand behind.

The Art Institute of Colorado:

(March 2009-June 2013)

Supervisor: Martha Neth

Librarian: Maintained the library, and ensured that all patrons received necessary materials. Catalogued magazines and performed book intake, shelf-read with knowledge of the Dewey Decimal System. Utilized Microsoft Office, Internet Explorer, Voyager, Athena, as well as assisted students in Adobe Suite programs. Ensured no patron went without the assistance they required. Managed a fast paced work environment, while implementing new ideas in order to make the library run more efficiently.

Education:

The Art Institute of Colorado

(August 2008-March 2013)

Degree Received: Bachelor's Degree

Field Studied: Graphic Design

Attained knowledge of logo design, layout design, magazine design, advertisement, marketing, as well as expertise in related programs such as Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Dreamweaver, and Adobe Bridge. Learned related skills such as digital photography, business, and management.

Arapahoe High School

(September 2004-May 2008)

Degree Received: High School Diploma

Skills:

Expertise in the following:

- Adobe Suite (Photoshop, Illustrator, InDesign, Bridge, Dreamweaver, After Effects)
- Microsoft Office (Outlook, Excel, Word, Power Point, Access)
- Prezi
- Voyager
- Athena
- 10 Key
- Cisco
- Oracle
- Qfiniti
- Kronos
- 45+ WPM
- Dewey Decimal System
- Printers
- Bluebird
- RF Readers
- Pallet Jacks