

FAROUK KIGOZI
Night Crew Foreman
Kings Soopers # 109
1388 Garrison St 206B
Lakewood co 80215
510 283 1354
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Dear Hiring Manager,

In today's customer service oriented society, timely, friendly, proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service retail professional to represent you when assisting your valued customers.

My long term experience in the service industry has taught me how to meet and exceed each customer's expectations with service that sells! I have assisted all types of customers in all types of settings. I realize that acquiring and maintaining loyal repeat business as well as spreading the word of your business through these loyal patrons is of the utmost importance in every company. Positioning a company for better exposure and greater marketability is a task that I have performed with success many times.

I am an excellent trainer who achieves ongoing success with his teams by building morale, maintaining teams' self-confidence and training them to build the sale by improving their people skills. It would be a pleasure to interview with you and I look forward to hearing from you soon.

Very Sincerely,

Farouk Kigozi

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Objective:

Seeking a long term responsible and challenging position in fields where superb communication skills and organization can help increase profitability.

Summary

- * Over 14 years of experience in providing excellent customer service.
- *Able to work alone or as a team to execute tasks in a timely manner
- *Ready to learn and adapt to new responsibilities.
- *Dependable, reliable and great work ethics to get the job done efficiently.

Relevant skills and experience.

Night Crew Foreman

- Promote trust and respect among associates.
- Communicate company, department, and job specific information to associates.
- Collaborate with associates and promote teamwork to help achieve company/store goals.
- Establish performance goals for department and empower associates to meet or exceed targets.
- Develop adequate scheduling to manage customer volume throughout hours of operation.
- Train and develop associates on performance of their job and participate in the performance appraisal process.
- Adhere to all local, state and federal laws, and company guidelines.
- Create an environment that enables customers to feel welcome, important and appreciated by answering questions regarding products sold within the department and throughout the store.
- Gain and maintain knowledge of products sold within the department; inform customers of grocery specials; offer product samples to help customers discover new items or products they inquire about.
- Assist with developing and executing a business plan to achieve desired results.
- Inform and educate department associates about current, upcoming and special in-store promotions.
- Maintain an awareness of inventory/stocking conditions note any discrepancies in inventory.
- Assist with scheduling routine price changes by updating shelf tags and promotional signs.
- Assist with planning, organizing and supervising the inventory process.
- Adhere to all food safety regulations and guidelines.
- Ensure proper temperatures in cases and coolers are maintained and temperature logs are maintained.
- Reinforce safety programs by complying with safety procedures and identify unsafe conditions and notify store management.
- Practice preventive maintenance by properly inspecting equipment and notify appropriate department or store manager of any items in need of repair.
- Notify management of customer or employee accidents.

Assistant Manager

Drives the financial performance of assigned area by ensuring that sales and profit goals are achieved and implements plans to correct any deficiencies; and scheduling and training associates to meet the needs of the customers.

Drives sales in assigned area by ensuring effective merchandise presentation, including accurate and competitive pricing, proper signing, inventory levels, cleanliness of the area; assessing economic trends and community needs overseeing the stocking and rotation of merchandise, the removal of damaged or out-of-date goods; setting up, cleaning, and organizing product displays; securing fragile and high-shrink merchandise; and monitoring expenses within assigned area.

Models, enforces, and provides direction and guidance to hourly Associates on proper Customer service approaches and techniques to ensure Customer needs, complaints, and issues are successfully resolved within Company guidelines and standards.

Customer Service Rep

- * Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.
- * Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.
- * Explain products or services and prices, and answer questions from customers.
- * Obtain customer information such as name, address, and payment method, and enter orders into computers.
- * Record names, addresses, purchases, and reactions of prospects contacted.

Cashier, Catering, Customer Service Rep

- * Received payments by cash, check, credit cards, vouchers, or automatic debits.
- * Issued receipts, refunds, credits, or change due to customers.
- * Demonstrated the ability to listen effectively to both customers and my fellow team members, resolved customer complaints.
- * Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

Security Guard

- * Patrolled industrial or commercial premises to prevent and detect signs of intrusion and ensured security of doors, windows, gates and Answered alarms and investigated disturbances.
- * Monitored and authorized entrance and departure of employees, visitors, and other persons to guard against theft and maintained security of premises
- * Wrote reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.
- * Called police or fire departments in cases of emergency, such as fire or presence of unauthorized persons and Circulate among visitors, patrons, or employees to preserve order and protect property.

WAREHOUSE WORKER

* Operated machinery used in the production process, or assist machine operators and examined products to verify conformance to quality standards.

*Observed equipment operations so that malfunctions can be detected, and notify operators of any malfunctions

*Lifted raw materials, finished products, and packed items, manually or using hoists

* Counted finished products to determine if product orders are complete, Marked and tagged identification on parts.

*Loaded and unloaded items from machines, conveyors, conveyances and Helped my team members by performing duties of lesser skill, such as supplying or holding materials or tools, and cleaning work areas and equipment. Helped Clean and lubricate equipment.

*Recorded information such as the number of products tested, meter readings, and dates and times of product production.

EMPLOYMENT

04/2019 - to date. Kroger - Kings soopers. Englewood Co

06/2014 - To date Labor Ready, Denver CO

09/2007- 02/2019 Walmart Lakewood CO

07/2003 - 8/2007 American Commercial Security Services, Denver, CO