

LINDSAY PRIEST

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PROFESSIONAL SUMMARY

Dedicated customer success and operations leader with 10+ years of experience in retail and manufacturing, trusted by customers and employees alike to deliver clear communication, smooth processes, and strong results. Proven track record of managing complex order lifecycles, optimizing inventory, training high-performing teams, and building lasting client relationships.

CORE COMPETENCIES

Customer Relationship Management, Order Lifecycle Coordination, Issue Resolution & Escalation, Inventory & Shrink Control, Team Leadership & Training, Cross-Department Collaboration, Process Improvement, Scheduling & Productivity, Compliance & Policy Adherence

PROFESSIONAL EXPERIENCE

Sun Mountain Doors – Berthoud, CO | August 2022 – June 2025

Customer Success Manager

Served as the primary liaison between customers and Sun Mountain during the critical 10-week custom order process, ensuring clear communication and a smooth experience from initial payment to final delivery.

- Acted as a trusted partner and champion for homeowners, builders, and contractors by proactively addressing questions, clarifying order details, and guiding customers through complex design decisions.
- Managed all aspects of order execution, including coordinating changes, resolving payment delays, and collaborating with production teams to deliver on time and to specification.
- Assisted customers with outstanding deposits to finalize orders, balancing company policy with customer needs to protect revenue while delivering excellent service.
- Built long-term relationships that strengthened customer loyalty and drove positive word-of-mouth referrals for Sun Mountain's premium products.

Kroger Stores-Broomfield, CO | July 2019-February 2021

- Directed daily operations for multiple crews of employees, ensuring consistent productivity and compliance with company standards.
- Performed critical inventory and shrink assessments, implementing improvements that protected profitability.
- Completed Period End Documents (PEDs) to maintain policy adherence and operational accuracy.
- Scheduled staffing to align with business needs, optimizing labor costs and store performance.
- Order Management to fill the store
- Direct contact with vendors to purchase products and build displays

Kroger Stores – Brighton, CO | April 2016 – July 2019

Assistant Home Manager

- Directed daily operations for multiple crews of employees, ensuring consistent productivity and compliance with company standards.
- Performed critical inventory and shrink assessments, implementing improvements that protected profitability.

- Completed Period End Documents (PEDs) to maintain policy adherence and operational accuracy.
- Scheduled staffing to align with business needs, optimizing labor costs and store performance.

Kroger Stores – Firestone, CO | June 2010 – April 2016

Assistant GM Manager

- Facilitated inventory control for a high-volume location, maintaining stock accuracy and fulfillment standards.
- Ensured compliance with company regulations, policies, and procedures.
- Trained and mentored new team members, boosting performance and teamwork across departments.

Kroger Stores – Aurora, CO | April 2009 – June 2010

General Merchandise Clerk

- Provided cross-department support to maximize efficiency and meet store standards for seasonal and display sections.
- Delivered excellent customer service, achieving high satisfaction and repeat visits.
- Consistently exceeded merchandising goals and standards.

EDUCATION

Gateway High School - Aurora, CO | February 2006

High School Diploma: General Studies

Front Range Community College - Longmont, CO | September 2014 – May 2016

Associate of Arts: Criminal Justice

Invited to join the National Society for Leadership and Success for outstanding academic performance and leadership potential.