

# LUKE REFFEL

STOCKMAN/FURNITURE  
DEPT

## CONTACT

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(720) 645-6792



lreffel66@gmail.com



Arvada, Colorado 80002

## SKILLS

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- Service Department Operations
- Shrinkage Prevention
- Design Talent
- Department Oversight
- Inventory Control Processes
- Store Design
- Stockroom Organization
- Superior Work Ethic
- Problem Anticipation and Resolution
- Cycle Counts and Audits
- Adaptable to Changing Demands
- Organize Inventory
- Originality and Creativity
- Store Reset and Recovery
- Merchandise Quality Assurance
- Retail Industry Experience
- Merchandise Promotion and Display

## CAREER OBJECTIVE

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Dedicated management professional with experience leading high-performing teams in a diverse and dynamic environment. Adept in developing and implementing service strategies tailored to customer needs, managing customer complaints, and driving customer satisfaction. Proven ability to identify and resolve service issues, streamline processes, and exceed organizational goals.

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

## EXPERIENCE

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January 2008 - Present

### **Stockman/furniture dept**

Hobby lobby, Lone tree, Colorado

- Monitored customer feedback surveys to evaluate customer experience levels.
- Analyzed market trends to determine best-selling products for the department.
- Conducted product training sessions to educate staff on new items in the furniture department.
- Inspected workstations regularly for cleanliness and organization.
- Ensured compliance with company policies and safety regulations in the furniture department.
- Communicated with suppliers regarding order status updates or shortages.
- Assisted customers with selecting appropriate items based on their needs.
- Implemented visual merchandising techniques to improve store appearance and attract customers.
- Resolved customer complaints promptly and professionally.
- Performed quality control checks on incoming merchandise before stocking shelves.
- Managed inventory levels, ensuring sufficient stock of products at all times.
- Identified opportunities for process improvements within the furniture department.

## EDUCATION

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March 2013

**Associate in Science (A.S.) in Forensic science**

Community College of Denver, Denver, Colorado

REFERENCES

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**References available upon request**