

# Michael Reed

Fort Collins, CO 80524

[michaelreed6449\\_5oq@indeedemail.com](mailto:michaelreed6449_5oq@indeedemail.com)

+1 704 249 4754

Authorized to work in the US for any employer

## Work Experience

---

### **Operations Associate**

Gopuff - Fort Collins, CO

January 2021 to September 2021

Picked and packed customer orders from a warehouse environment. Dispatched, scheduled and managed driver delivery routes and schedules. General office work

### **Cashier**

Supermarket Liquors - Fort Collins, CO

December 2019 to July 2020

Managed both an old school (calculator style) register and POS system as well as a modern I-Pad based POS in order to quickly check out customers. Maintained and updated understanding of current sale lists, keg availability and current inventory in order to properly and efficiently answer customer questions regarding sales and products. Handled customer complaints and concerns and routed them through the appropriate management structure.

Successfully self manage my time and tasks in order to properly restock and open/close the store

—

### **Delivery Driver**

Pizza Hut - Charlotte, NC

July 2017 to August 2019

Took orders over the phone and up-sell additional menu items. Delivered customer orders in a time-efficient manner. Acute visual memory and general sense of direction. Handled customer complaints and concerns and routed them through the appropriate management structure. Applied knowledge of local law as well as company policy in order to determine the best route to take in order to deliver a number of different orders quickly and reliably. Engaged in constant contact with dispatch in order to communicate delivery times, delays as well as any issues encountered. Maintained an updated record of all legal information pertaining to any of my own personal equipment used in the job setting.

### **Advanced Sales Representative**

Cutco Vector - Huntersville, NC

May 2017 to July 2017

Set up appointments through self-generated leads over the phone. Performed one-on-one in-home demonstrations of the products cutco has to offer with the client. Looked at customer needs and walked them through the Cutco product that best suits their needs. Have received two promotions and have sold over \$3,000 worth of cutco products.

## **Crew Member**

Bojangles - Cornelius, NC

May 2016 to July 2016

Up-sold additional menu items, beverages and desserts to increase restaurant profits.

Recorded customer orders and repeated them back in a clear, understandable manner. Promptly reported complaints to a member of the management team. Correctly received orders, processed payments and responded appropriately to guest concerns. Served orders to customers at windows, counters and tables.

## **Busser and Runner**

Toast of Davidson - Davidson, NC

August 2015 to February 2016

Took necessary steps to meet customer needs and effectively resolve food or service issues. Promptly reported complaints to a member of the management team. Communicated clearly and positively with coworkers and management. Resolved guest complaints promptly and professionally. Customer service and creating a welcoming environment was of top priority.

## Education

---

### **Computing and Informatics**

Front Range Community College

2016 to 2017

William A. Hough High School - Cornelius, NC

2016

## Skills

---

- Skills
- Evaluating customer needs
- Delivering exceptional customer service
- Creative problem solving
- Cheerful and energetic
- Exceptional interpersonal skills
- Reliable team worker
- Critical thinker
- Basic java programming
- Fast learner
- Computer applications (word, excel, powerpoint, photoshop, Ableton Live)