

Spenser Gurtner

Retail Management/Sales Professional

Grand Rapids, MI 49503

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An outgoing Professional dedicated to providing the highest level of efficient Customer Service. Past experiences include: Merchandising, Product Display Design and Construction and Customer Relations. Service-focused professional and friendly team player with a knack for building productive working relationships. Extensive Retail and Team Management experience.

Authorized to work in the US for any employer

Work Experience

Onsite Team Lead

Corporate Cleaning Group - Grand Rapids, MI

January 2022 to Present

- Oversaw 7-10 cleaners for one corporate building
- Performing cleaning tasks such as: cleaning and sanitizing office spaces, medical exam rooms, post-operation rooms, hallways, entrances and bathrooms
- Hauled large amounts of trash to appropriate trash cans
- Oversaw closings of various cleaning accounts, including documentation of cleaning mistakes and daily closing tasks
- Ordering of laundry supplies, linens and cleaning products for various accounts
- Coordinating proper training for new Cleaning Associates and Floating Cleaning Associates for various accounts
- Performing closing duties for corporate building at the end of each work night

Patient Advocate

Nature's ReLeaf - Grand Rapids, MI

September 2021 to Present

- Packaging and fulfillment duties in back of house
- Cashiering duties and POS at Check Out
- Sales duties on Display floor, including upselling, recommendations and relaying weekly discount updates to customers
- Creating orders from third party ordering system
- Verifying new customers, via ID scanning and Medical Cannabis card data entry
- Answering phone calls from prospective customers and vendors
- Cleaning duties such as mopping, glass cleaning, sweeping, dusting and vacuuming

Natural Living Coordinator/Key Manager

Fresh Thyme Market - Grand Rapids, MI

October 2018 to June 2022

- Product training from various Natural Living companies on product line(s)

- Maintained adequate product levels in check-out lines and end-cap displays by timely re-stocking of merchandise.
- Trained and led a team of department team members.
- Completed department rotations of checking product dates and cleanliness of department products and shelves
- Inventory counting and conducting audits
- Assisted customers with price checking and finding requested items in the store.
- Assisted Grocery and Store Directors with product ordering and department and receiving area support
- Assist all store departments in closing tasks, such as cleaning stations, moving department tables and displays from the floor to the back room, assisting in money counting of Front End cashier tills, creating nightly financial reports for daily store sales, and locking up the store after hours (alarm system)
- Creating displays and end caps in adherence to weekly and monthly promotions
- Collaborated with Scan Coordinator for product signage and tags

Front Desk Associate

The Baymont Inn & Suites - Kalamazoo, MI
November 2015 to October 2018

- Coordinated daily audits for the hotel, including tasks such as: Compiling Hotel Ledgers, Details of Daily Transactions, Daily Guest Lists and depositing money
- Retained valid proof of identification and payment (i.e. Credit Cards, Cash, Corporate Lodging)
- Interacted with guests in a friendly and timely manner
- Cleaned hotel rooms, lobby, and hallways

Manager Trainee

The Hertz Corporation - Kalamazoo, MI
November 2014 to November 2015

- Created, modified and completed rental reservations
- Met incoming customers and provided immediate assistance, via in person and over the phone
- Increased purchase totals by recommending additional items (car protection, fuel options, etc.)
- Online training in corporation systems, customer service, management and selling techniques
- Trained in managing team of professionals, reducing and controlling car fleet utilization

Grocery Assistant Manager

People's Food Co-op of Kalamazoo - Kalamazoo, MI
May 2012 to November 2014

- Recommended and helped customers select merchandise based on their needs
- Extended customer ownerships, offering discounts and promotions to ensure high customer retention rates
- Served as liaison between customers, store personnel and various store departments
- Stocked various products onto the store floor
- Received and processed cash and credit payments for in-store purchases
- Trained new employees on company customer service policies and service level standards

Cashier

Sawall Health Foods - Kalamazoo, MI
October 2010 to May 2012

- Completed purchases with cash, credit and debit payment methods
- Listened to customer needs and preferences to provide accurate advice

- Trained all new sales employees on effective techniques
- Answered incoming telephone calls with professional and knowledgeable responses
- Created displays and designed aisle end caps

Cashier/Bakery Laborer

Angeli's Central Market - Kalamazoo, MI

October 2004 to December 2009

- Received and processed cash and credit payments for in-store purchases
- Shared product knowledge with customers while making personal recommendations
- Worked as a team member to provide the highest level of service to customers
- Rolled, cut and shaped dough to form bread, rolls, cookies, cupcakes, pie crusts and other baked goods
- Designed appealing product displays

Education

Bachelor of Arts in Creative Writing

Western Michigan University - Kalamazoo, MI

2012

Associate in Liberal Arts

Gogebic Community College - Ironwood, MI

January 2007 to May 2008

High School Diploma

West Iron County High School - Iron River, MI

2005

Skills

- Sales Experience (6 years)
- Retail Sales (10+ years)
- Management Experience (4 years)
- Property Management (1 year)
- Money Handling (10+ years)
- Customer Service (10+ years)
- Product Ordering (5 years)
- Phone Etiquette (10+ years)
- Inventory Management (3 years)
- Operations (1 year)
- Microsoft Word (10+ years)
- Computer Literacy (5 years)
- Microsoft Powerpoint (6 years)
- Microsoft Excel (6 years)
- Data Entry (7 years)

- Inventory (6 years)
- Team Building (3 years)
- Training & Development (3 years)
- Merchandising (5 years)
- Pricing (2 years)
- Retail Management
- Creative Writing
- Field Service
- Upselling
- Tanker Experience
- Driving
- Hotel experience
- Guest services
- Windows
- Supervising experience
- Succession planning
- Performance Management
- Team Management
- Interviewing
- Customer support (5 years)
- Typing
- Computer skills
- Business development
- Time management
- Communication skills
- Marketing
- Computer Networking

Certifications and Licenses

Food Handler Certification

Assessments

Sales: Influence & Negotiation – Familiar

January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

Problem Solving – Familiar

January 2020

Measures a candidate's ability to analyze relevant information when solving problems.

Full results: [Familiar](#)

Personality: Customer Service Fit — Proficient

December 2019

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

Management & Leadership Skills: Impact & Influence — Highly Proficient

December 2019

Adapting leadership style to accomplish goals using rational or emotional appeal.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.