



Terrance Smoots

Hyvee Fuel Station cashier

Rochester, MN

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- Internet Marketing • Client Relations • Client Acquisition
 - Cold Calling • Customer Satisfaction • Customer Needs Assessment
 - Business Development • Lead Development • Courteous Demeanor • Telecommunication skills • Listening skills • Excellent Communication Skills
 - Management • Consistently Meet Goals • Client Account Management
- Authorized to work in the US for any employer

WORK EXPERIENCE

Gas Station Attendant

Hyvee - Rochester, MN - June 2015 to Present

Responsibilities

Greet customers, sell gas and ring up purchased items for customers.

Maintain and clean common areas inside and outside of gas station. Prepare food for customers hourly and maintain cooking and cleaning logs during 8 hr shift.

Accomplishments

score 100 percent on secret shopper reports 3 months in a row.

Never missed a shift since my first day of work.

Skills Used

upselling car washes and lottery tickets to all my customers.

Building a relationship with each customer by always suggesting a benefit our store offers.

Broadband Specialist

Charter Communications - Rochester, MN - 2012 to Present

Broadband Specialist

Charter Communications - April 2012 to July 2015

Provide high quality level customer service in a courteous manner

- Sell products and services to prospective customers and develop new revenue from existing customers by selling additional products and services through use of recommended sales techniques
- Maintain current knowledge of products and services and explain these to customers
- Nesting Guide insure that all team members promptly log into the phones, and be available for any issues that may arise in seating that has been designated for nesting.

Ensure all programs needed (billing system, dashboard, KMS, etc) are up and operational.

Facilitate a 30 minute review time, at the beginning and the end of each day.

Review time is provided to review policies, procedures, other questions and concerns that arise during the day.

Review parking lot items from the previous day (if first day, then to go over a brief overview of what the expectations are for the day, review sales and log in numbers).

If necessary based on previous days experience and needs of the team, pull one of the training presentations or KMS documents to review.

Daily summary email outlining the areas covered during review time, parking lot items to be covered the next day and any other issues or questions. Email sent to Supervisors, Managers and Trainers.

MANAGEMENT 15 YEARS EXPERIENCE

Assistant Manger-Noodles & Company

- Partnered with the GM to lead team members to ensure the restaurant runs quickly and efficiently
- Provided coaching and feedback to team members and assess performance on an ongoing basis
- Lead and motivated team members through positive and respectful leadership
- Trained and coached team members in culinary and guest service principles and practices
- Established and delegated work duties
- Managed restaurant; meeting company standards in food quality, food safety, and cleanliness
- Trained, developed, and managed restaurant team members and shift managers
- Performed inventory duties
- Assisted with scheduling, expense tracking, labor management, and local restaurant marketing

General Manager-Cinemagic Theatres Hollywood 12

- Managed 12 Screen Movie Theatre
- Marketing and Promotions
- Community Involvement
- Trained 5-7 person management staff
- Managed 20-70 member staff
- Maintained Weekly Payroll Budgets
- Inventory Control
- Hired staff
- Annual Employee Reviews
- Build/Repair Films
- Ordered weekly concession supplies
- Maintained Building Safety Records
- Increased Concessions sales by 3% annually

Customer Service Manager-Wal-Mart Stores

- Supervised up to 20 staff members during a shift
- Filled cash orders
- Maintained Weekly Payroll Budgets
- Scheduled employee breaks and lunches
- Maintained adequate staff to meet customer's needs
- Answered customers questions and concerns

Department Manager-Chateau Theatres

- Managed 30 person staff.
- Maintained Weekly Payroll Budgets
- Responsible for hiring and completing all HR paper work
- Annual Employee Reviews

SALES 4 Years Experience

Insurance Agent-Farmers Insurance

- Maintain current knowledge on new products and services

- Calculate premiums and establish payment method
- Explain policies, analyze insurance programs, and suggest additions or changes, or to • change beneficiaries
- Customize insurance programs to suit individual customers' needs; covering a variety of risks
- Develop marketing strategies
- Perform property inspections to determine insurance risk
- Confer with clients to obtain data for determining policy needs or to file and process claims
- Monitor insurance claims to ensure they are settled equitably for both the client and the insurer
- Perform administrative tasks

Smoots Resume

EMPLOYMENT

Insurance Agent Farmers Insurance

Rochester, MN - 2008 to 2012

Overnight Cashier Wal-Mart

Rochester, MN - 2007 to 2009

Assistant Manager

Noodles & Company - Rochester, MN - 2007 to 2007

2007

General Manager Cinemagic Theatres Hollywood

Rochester, MN - 2004 to 2007

Customer Service Manager Wal-Mart Stores, Rochester MN 2003-2004

Department Manager Chateau Theatre

Rochester, MN - 2001 to 2003

Returns Authorization Specialist Western Digital

Rochester, MN - 1997 to 2001

Assembly Line Worker

IBM - Rochester, MN - 1996 to 1997

Assistant Manager

Carmike Theatres - Rochester, MN - 1996 to 1997

Cashier Burger King - Rochester, MN - 1995 to 1996

Assistant Manager

Carmike Theatre - Rochester, MN - 1993 to 1995

Overnight On-Air DJ KROC Radio - Rochester, MN - 1991 to 1995

EDUCATION

High School Diploma

Studied Liberal Arts Rochester Community & Technical College - Rochester, MN

1989 to 1991