

Stephen Donley

Kyle, TX 78640

stephendonley5_89h@indeedemail.com

+1 512 731 2081

Dependable professional experience in customer service and sales for 10 years. Works well in a fast-paced environment supervising staff, motivating and training staff in the interest of company profit and sales. A team player or can work independently. Committed to the mission of the company.

Customer Service:

Employee/Manager of competitive full-service restaurant chain for ten (10) years
On-going contact with public, customer satisfaction and resolving employee issues

Managerial duties:

Scheduled staff/Bar graphs-staff responsibilities

Projected sales

P&L reports

Inventory orders through Sygma

Control labor costs (schedules, hiring/termination of employees)

Cash control/balancing daily register/daily deposits/verifying credit card batch reports

Promotions:

Employed as crew member, advanced to shift manager, assistant manager and a co-manager for 4 years

Authorized to work in the US for any employer

Work Experience

Inventory Specialist

Cart.com - Austin, TX

October 2021 to Present

Perform replenishment of items that need to be restocked using a tablet and Shiphero software. Perform cycle counts for different vendors, move and organize different products. Help with setting up new products from vendors, move pallets to different locations in the warehouse. Other tasks as asked by the manager.

Merchandise Specialist

Allied Sales/Mighty Auto Parts - Austin, TX

January 2018 to Present

Run sales reports for customer's, check on what items have sold. Credit any item's that haven't sold within the year. Replenish the inventory with new inventory, have product properly tagged and at a stock level appropriate for customer's business. Deliver new item's up sell any lines the customer may

not have. Drive weekly including in town out of town. Type tickets and credits in our system. Provide excellent customer service to all accounts and find the needs for each specific shop.

Route Driver

Allied Sales/Mighty Auto Parts - Austin, TX
January 2014 to Present

Have a weekly assigned route. Operate a boxed truck. Provide excellent customer service, check product in. Put the appropriate item's on shelves.

Assistant Manager

Sonic Drive-In - Austin, TX
2008 to Present

Store Manager

Menchie's - Austin, TX
January 2013 to May 2013

Responsibilities

Hired employees, acted as the store manager, did weekly schedules, labor control, food safety training, cash control, daily deposits, opening and closing shop.

Accomplishments

Helped with the grand opening.

Skills Used

Customer Service, management, food safety, cash control, labor control, scheduling.

Recruiter (Contract)

Evins Personnel - Austin, TX
June 2012 to October 2012

Responsibilities

Interviewing individuals who were in the market for a job. Testing each applicant on skills, performing background checks. Cold calling companies, seeing if they had the need or any openings.

Accomplishments

Placed a property manager with a company in Georgetown in less than two months.

Skills Used

People skills, computer skills, sales, in bound calling.

Assistant Manager

Wendy's Restaurant
April 2011 to September 2011

2011 Wendy's Restaurant

Sales Associate

Conn's - Austin, TX
2007 to 2008

Greet customers asks questions on what they are visiting for answer any questions on sales or products enter history in computer run credit apps.

Co Manager

Wendy's Restaurant - Austin, TX
1998 to 2007

Interview and hire crew develop and train provide great customer service on a daily basis follow food safety guidelines fast and accurate service schedules and bar graphs control labor and food cost on a daily basis inventory through Sygma keep store at an A+ level.

Education

Human Resource Management

University of Phoenix - Austin, TX
2012 to 2015

Associate in Art, Math.

Crockett High School - Austin, TX

Skills

- Customer Service, Math & Inventory Pro, Food Safety Knowledge, Labor & scheduling. (10+ years)
- Merchandising, computer, delivery, (6 years)
- Commercial Driving
- Route Driving
- Labor Cost Analysis
- Restaurant Management
- Profit & Loss
- Assistant Manager Experience
- Restaurant Experience
- Management
- Upselling
- Recruiting
- Customer service
- Box Truck
- Problem-solving
- Team Work
- Reliability
- Delivery Driver Experience
- Store Management Experience
- Driving
- Store management
- Cash handling

- Inventory Control
- Shift Management
- Pricing
- Microsoft Office
- Payroll
- Data entry
- Time management

Languages

- Spanish - Intermediate

Certifications and Licenses

Driver's License

Assessments

Work Style: Reliability — Highly Proficient

June 2019

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Delivery Driver — Familiar

August 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Familiar](#)

Outside sales — Proficient

February 2021

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Customer focus & orientation — Expert

December 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

Sales skills — Proficient

December 2020

Influencing and negotiating with customers

Full results: [Proficient](#)

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