

# Tyson Leyden

**Determined. Multi-Taskable. Hard Worker. Computer Proficient. Conflict Resolution ..**

Rochester, MN 55904

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I am the Best Customer Service Individual and Sales Individual. I can guarantee my services at what I am capable of. I was born with this talent and skill.

Willing to relocate to: Hudson, WI - Minneapolis, MN - Roseville, MN

Authorized to work in the US for any employer

## Work Experience

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### **Production Assistant**

GEOTEK - Stewartville, MN

May 2013 to Present

Working on the line, making light pole beams for all countries and states. Consistently keeping the line working together, cleaning beams off with acetone to keep them shiny and clean up. Load them on a pallet and workshop them as well...

### **Supervisor/Manager**

Party City Corporation - Rochester, MN

June 2018 to May 2020

- supervise the stores daily operation following the set standards and store SOP. He/she manages the overall store associate functions from merchandise handling, stocking, shelf organizing, and delivery of quality customer service.
- Helping the team understand performance targets and goals
- Training or ensuring that workers are properly trained for their specific roles
- Scheduling work hours and shifts
- Coordinating job rotation and cross-training
- Sharing company updates, financial results, and new objectives with team members
- Assisting in resolving emergencies, such as a quality or customer problem that might be escalated to the team supervisor for handling
- Identifying and resolving workplace problems, including tardiness or absenteeism
- Providing reports and activity updates to management
- Assisting in hiring and firing activities, a supervisor often requires the managerial approval of all new hires or terminations.

### **Customer Service Manager**

Walmart South SE - Rochester, MN

April 2012 to March 2019

- My Job as a Customer Service Manager is a very important role, which is leading and motivating a team of staff to ensure they're giving the best customer service possible. Knowing the company's products and policies inside out and able to communicate it to other members of the staff. Recruiting staff and doing appraisals. I was always setting up training development which encourages the staff to grow and become

the best at what they can accomplish. My favorite thing was handling customers and Staff complaints and queries and also dealing with the financial responsibilities that came along with it.

- Handling complaints and queries (from customers and staff)
- Sorting security issues
- Financial responsibilities

## Education

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### **Bachelor's in Graphic Design**

Briarcliffe College - Bethpage, NY

August 2003 to May 2007

### **High school diploma or GED**

## Skills

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- Management (10+ years)
- typing (10+ years)
- excel (10+ years)
- Call Center (10+ years)
- Customer Experience (10+ years)
- CCC (10+ years)
- Front Desk (10+ years)
- Customer Service (10+ years)
- Custodial Experience (10+ years)
- English (10+ years)
- Cashiering (10+ years)
- Food service (10+ years)
- Hospitality (10+ years)
- Manufacturing (10+ years)
- Graphic Design (10+ years)
- Adobe InDesign (10+ years)
- Adobe Illustrator (10+ years)
- Adobe Photoshop (10+ years)
- Illustration (10+ years)
- Adobe Creative Suite
- Typography
- Conflict Management
- Adobe Premiere
- Production management (10+ years)
- Assembly

- Warehouse experience
- Sanitation

## Assessments

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### **Customer Service Skills — Familiar**

November 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: Familiar

### **Work Style: Reliability — Highly Proficient**

July 2019

Tendency to be dependable and come to work

Full results: Highly Proficient

### **Customer Service Fit — Familiar**

October 2020

Measures the traits that are important for success for customer service roles

Full results: Familiar

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

## Additional Information

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I am the Best employee to hire. I can take any Company that wants to Excel to the Top of it's Class in Both Customer Service and Sales Departments.