

Zach King

Dayton, OH

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My name is Zach King and I'm a 29 year old from Dayton, Ohio.

I'm a creative, detail-oriented worker with a deep interest in consumer electronics. I consider my greatest strengths being a personable problem-solver with a continual dedication to furthering my skill sets to be adaptable in the ever-changing demands of the job market.

I have 8 years of experience in retail, dominantly with tech and e-commerce sales. 8 years of customer service (including tech support and conflict resolution). 5 years of data entry in Microsoft Office and Wordpress applications.

In my "gig" work, I've done technical writing and editing websites and product descriptions on selling platforms to punch up interest. More recently I've taken up light coding gigs frontend with Typescript using CSS/HTML components and am currently studying Node, Python and SQL.

I've been recognized by past employers as an effective communicator with the ability to present complex information in an easy to understand manner. I've also managed and trained people in nearly all my positions I've held because I can make people comfortable processing their workload and expectations of the employer.

Feel free to reach out if you have any questions relating to my skills or work history.

Authorized to work in the US for any employer

Work Experience

Logistics Processor

Nordstrom Rack - Beavercreek, OH

April 2022 to Present

- Receiving and unloading freight, unpacking and delivery of newly arrived merchandise to selling departments.
- Fulfilling customer orders in a timely manner following quality standards.
- Preparation and shipping customer's orders following quality, packing and shipping standards.
- Utilizing inventory management systems to scan, process and research merchandise shipments in accordance with inventory control processes.
- Assisting in maintaining clean and organized selling floors and stockrooms.

- Providing general support to the store -- setting up special events, organizing backroom, markdowns, and relocating store fixtures.

Tech Consultant

Target - Sugarcreek, OH

October 2021 to Present

- Greeting and engaging with customers via asking open-ended questions to understand the customers needs and wants; providing tech solutions or validation on products they've already researched.
- Being the driving force behind electronics sales (TV and Home Electronics, Imaging and Office, Portable Electronics, Mobile/Accessories, Video Games)
- Coordinating with electronics merchandisers (Apple, Nintendo, Sony, Meta) by setting up displays and ensuring product is in stock, signed correctly, and available for customers to shop.
- Shipping and receiving product ordered online on Target.com or through the Target app.
- Receiving, cataloging and stocking incoming product daily.
- Troubleshooting/repairing Consumer Cellular phones bought or brought in by customers.

Buyer/Seller

The Exchange - Cleveland Heights, OH

June 2018 to September 2021

- Operated as a key holder and often opened/closed the store.
- Trained new employees with POS systems, buying/selling business practices.
- Responsible for opening and closing procedures, including balancing the cash registers and completing money orders.
- Greeted and interacted with all customers to determine their individual needs.
- Buying and selling a wide variety of media and consumer electronics.
- Answered the phone and inquiries on the store's Ebay and Amazon pages.
- Managing and cataloging store inventory.
- Keeping sales floor and displays clean in accordance with CDC COVID-19 standards.
- Remaining up-to-date on product knowledge.

Assistant Manager/Seller

BuyBacks Entertainment - Cleveland, OH

August 2016 to July 2018

- Greeting, interacting and serving all customers based off their expressed individual needs.
- Buying and selling electronics and relevant consumer electronics.
- Managing the digital storefront of the official Buybacks' Amazon store account; including answering phone and email inquiries, shipping out purchased items, and handling refunds.
- Managing and cataloging store inventory.
- Managing the store's Associate-level employees via scheduling work and break times, answering employee questions, and conflict resolution.

Voter Registration Clerk

Ohio Student Association - Cleveland, OH

August 2016 to November 2016

- Data Entry -- Entering voter information into a national database for verification of voter ID.
- Managing a street team of students/youth organizers via directing them to high population communities to register voters for the 2016 Election cycle.

Library Page

Dayton Metro Library - Dayton, OH
August 2012 to August 2016

- Data entry of digitally uncatalogued library materials.
- Assisting the Children's Department librarians and patrons.
- Managing projects concerning the remote storage center for library materials.
- Handling and organizing library materials.
- Settling-up furniture and displays for Children's Summer Reading programs.
- Shipping and receiving materials from other library branches to use in afterschool teen programs.
- Answering the phone and assisting patrons with library systems and the branch fax machine.

Education

Associate's degree in Electrical Engineering

Sinclair - Dayton, OH
Present

High school diploma

Carroll High School - Dayton, OH
August 2007 to June 2011

Skills

- Customer service (9 years)
- Cash handling (10+ years)
- Inventory Management (6 years)
- Warehousing (2 years)
- Retail sales (6 years)
- Management (2 years)
- Library services (4 years)
- E-commerce (4 years)
- Data entry (6 years)
- Technical Writing
- Team Management
- Freight Experience
- Supply Chain
- MATLAB
- Logistics
- Project Management
- Procurement
- JavaScript
- Microsoft Outlook (9 years)
- HTML5

- User Interface (UI)
- MySQL
- Python
- CSS
- Linux
- E-commerce (6 years)
- E-Commerce Management (6 years)

Assessments

Work style: Reliability — Proficient

October 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

October 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Attention to detail — Highly Proficient

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Customer focus & orientation — Proficient

October 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Expert

March 2022

Identifying and resolving common customer issues

Full results: [Expert](#)

Attention to detail — Highly Proficient

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Verbal communication — Highly Proficient

March 2022

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Advanced attention to detail — Expert

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Expert](#)

Customer service — Expert

March 2022

Identifying and resolving common customer issues

Full results: [Expert](#)

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