

Zackery Gochanour

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### Professional Summary

Effective project leader and problem-solver with a hardworking mentality. Seeking to apply experience to take on a challenging new role with a growing team.

### Skills

Strong verbal communication  
Writing & Editing  
Self-motivated

Team Leadership  
Microsoft Office Proficient

### Work History

March 2018 to Current  
Carpet Exchange Denver, United States  
Product Merchandise Associate

Labeled and accurately moved customer orders to meet shipment timetables and minimize errors.

Prepared orders for shipment by systematically picking, packing and labeling merchandise.

Maximized customer interactions by promptly identifying needs and wants.

Ensured warehouse accessibility and safety for customer traffic.

Ensured daily goals were met by mentoring and coaching other team members.

Organized boxes and products in the warehouse to facilitate retrievals.

Kept warehouse clean and organized to maximize team efficiency and productivity.

Transferred products of all sizes using overhead cranes, forklifts and other equipment, consistently meeting challenging performance goals.

August 2016 to March 2018  
Dave & Busters Westminster, CO  
Customer Service Associate

Developed and actualized customer service initiatives to decrease wait times.

Improved operational efficiencies while managing customers requests, store inventory, transactions, and new purchase orders.

Delivered exceptional customer service through acknowledgement, communication and commitment to quality.

Created an inviting environment for customers by maintaining store organization and cleanliness.

July 2015 to August 2016  
Boston Market Westminster, CO  
Cashier

Engaged customers warmly and provided immediate and dedicated assistance.

Consistently met upsell goals by highlighting target merchandise with strategic promotional approaches.

Kept drawers accurate, current and secure by checking bills for counterfeit markers, storing large bills and keeping adequate change.  
Applied knowledge to help new team members understand how to operate registers, merchandise stock and meet customer needs, maximizing group performance and maintaining high satisfaction with customers.

#### Education

2015 Thornton High School Thornton, CO  
High School Diploma