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|  |  | Objective Over the years, I have obtained and held several positions at my current employer. I have been a dedicated employee that has drove sales and provided excellent customer service. I have served in the military and was honorably discharged. My goals are to continue doing the job I fell in love with doing and that is working with technology, helping customers get the best experience they possibly can get. I set high goals for myself and welcome constructive criticism. I see myself working for your company and moving up the ranks in the near future.  About Me  I am married with two children. They are ages ten and five. I have lived in the Randolph County area my entire life. My job MOS in the military was a 94F. I worked on computers, learned circuits, night vision goggles, and other military tech. I love doing things with my family. I am into playing video games, watching movies, television shows, playing pool, and dabbling into any type of tech I can get my hands on. I mess around with Adobe software such as Photoshop, Indesign, Illustrator and other forms of applications. |
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|  |  | ExperienceElectronics Department Manager Jan, 2018-2020 As Electronics Department Manager, I have several responsibilities. I maintain and control high ticket merchandise and help drive sales for the department. I oversee ten to fifteen associates and delegate tasks to them. I keep controlled inventory over all high dollar post paid wireless devices. I stock merchandise to the sales floor for customers to purchase. I perform price changes on all merchandise throughout the department. I also merchandise the department to drives sales for the seasons. I try my best to keep theft down to a minimum by securing all high ticket merchandise with security devices. I provide customer service to customers that need information on items they do not understand and try to find the best item that fits their needs. Often, I try my best to help customers troubleshoot their technology problems. I stay current with all new technology from cell phones to computers, games and consoles, to televisions. I also and in control over our photo center. Opening and closing the photo machines, assisting customers to use the photo kiosk to develop their pictures. More than just being a department manager, I assist our management team throughout the store wherever they need my assistance. I operate the forklift, scissor lift, walkie stacker, and the electric power jacket to retrieve items from the top steel or hanging from the ceiling. Overnight Support Manager Jan. 2017-2018 I am responsible for making sure all merchandise is being stocked to the floor. I help make sure the store is clean and ready for the next business day each day. I am an Assistant Manager's go to person when things are needed to be completed. I have to make sure displays and filled and able to be shopped by customers. I am a key holder for the entire store. I am a supervisor to all associates on my shift. I have to make sure all doors are kept locked at night and help prevent theft and shrink in our store. I am there to make sure customer experience is the greatest it can be. I also help with customer complaints when an issue arises. Wireless Department Manager Aug. 2015-Dec. 2016 Keep controlled inventory on all wireless devices. Maintain merchandise flow from the backroom to the sales floor. Process paperwork pertaining to the wireless department. Biggest focus is customer service. Sell phones, process contract/ device payment plans, activate prepaid devices. Also helped in other areas in the store where help is needed. Ran a cash register. Minor tech work on all devices. Helped in the electronics department as well. Very knowledgable on tablets, laptops, video games/ systems and other electronic devices. Entertainment Zone Manager Oct. 2014-Aug. 2015 I was over the entertainment areas of the store directly under my Assistant Manager. I was over electronics, wireless, photo lab, toys, sporting goods, and garden center. I executed daily notes for the store in my areas. I helped the Department Managers and associates in all areas to help complete their work. Made decisions on changing featured items throughout the store for my areas. I also made sure the receiving trucks were unloaded in a timely manner. I made sure our negative on hands for the store were completed daily. I answered customer complaints when needed. I also helped make sure customers experience was the best it could be.  **Wireless Sales Associate July 2009-Oct. 2014**  As a sales associate in Wireless it was my job to maintain inventory control of all devices. Process contracts/ device payments for customers. Activate prepaid devices and help the customer with technical issues with their devices. Customer service is number one. I also helped with the electronics and photo lab departments as well. I had to make sure merchandise was stocked to the floor in the correct locations.  **Army National Guard- Computer Systems Repairer Mar. 2007-Oct. 2012**  Worked on night vision goggles and a variety of different chemical agent equipment. Cleaned, inspected and maintained inventory on all materials needed to do our job on a monthly basis. |
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|  |  | EducationRandolph Community College Some College I was going to RCC for Graphics Design. I have not completed my degree as of yet but do plan to do so in the future. I was also going for Information Technology before Graphics Design. Randleman High School 2003-2007 Graduated top 50 of my class.  I was very involved with JROTC and community service. I was also involved in our art program as well/ |
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|  |  | Skills Excellent customer service and people skills.  Great with computers, phones, tablets, and any electronic device I can get my hands on.  Very quick learning skills.  Leading a team of people to complete tasks and pushing or driving sales. |
|  |  | References Christopher Murphy (704) 223-1168 – Previous Manager  Edward Milikan (336) 964- 1679 – Previous Manager  Marshall Bryan (252) 340- 5775 – Vendor at last Location  Christopher Alexander (336) 430- 9332 – Former Coworker |