

Professional Summary

Detail-oriented Management with 10+ years of experience. Expert in Customer Service industry protocols with proven history of leading shifts with excellent guidance and employee leadership. Trained in Management as well as customer service and committed to punctuality. Forward-thinking Management with extensive knowledge of Customer service and crew training . Known for success in Customer service industries and leading employees to complete tasks. Dedicated to efficient conflict resolution and excellent services. Talented professional with expert sales and communication talents. Composed persona known for having excellent drive. Insightful Leader with 10+ years of customer service experience.

Accomplishments

- Documented and resolved financial issues and customer complaints as well as employee discrepancies, which led to training the crew more efficiently as well as bettering ourselves , in ways to better serve the customer . Our team and myself included trained to react and handle employee discrepancies with clear communication as well as critical decision making while analyzing the specific situation.
- Supervised team of 15 to 20 staff members.
- Resolved product issue through consumer testing.
- Achieved great sales as well as a crew whom excelled at their job through effectively helping with training and advertising .

Skills

- Teambuilding
  - Decision-Making
  - Flexible and Adaptable
  - Active Listening
  - Multitasking Abilities
  - Excellent Communication
  - Analytical and Critical Thinking
  - Written Communication
- PPE Compliance
  - Planning and Coordination
  - Organization and Time Management
  - Self-Motivated
  - Attention to Detail
  - Problem-Solving
  - Good Telephone Etiquette

Work History

Store Management , 02/2016 to 06/2022

Pawn King – Moline, IL

- Trained new employees on proper protocols and customer service standards.
- Assisted in recruiting, hiring and training of team members.
- Trained and guided team members to maintain high productivity and performance metrics.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Managed purchasing, sales, marketing and customer account operations efficiently.
- Recruited, hired and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Boosted team member productivity by enhancing performance monitoring and instituting motivational approaches.
- Maintained cleanliness and organization of the gas station workspace, working closely with employees to systemize tasks.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Provided exceptional customer service to customers, increasing customer loyalty 50%.
- Supervised 15-20 employees on day shift as well as night shift, overseeing efficiency of customer service and inventory as well as cash flow .
- Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.
- Managed, trained and motivated Cashiers and Shift Leaders to continuously improve knowledge and abilities in customer service as well as the management field.

Manager, 09/2008 to 03/2019

Fraser – Apple Valley, MN

- Accomplished multiple tasks within established timeframes.
- Onboarded new employees with training and new hire documentation.
- Cross-trained existing employees to maximize team agility and performance.
- Maximized performance by monitoring daily activities and mentoring team members.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Monitored security and handled incidents calmly.
- Established and optimized schedules to keep coverage and service in line with forecasted demands.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Achieved recognition for contribution to store success by optimizing sales.

Shift Leader, 08/2006 to 09/2010

Buffalo Wild Wings – Phoenixville, PA

- Trained new employees and delegated daily tasks and responsibilities.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.
- Enforced company policies and regulations with employees.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Monitored employee actions for safety, sanitation and general housekeeping compliance, proactively protecting staff and customers from safety hazards and infection risk.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Prepared shift summary reports for supervisor and communicated regularly on goals and progress.
- Regulated pricing, inventory count and supply during shift hours.
- Identified team weak points and implemented corrective actions to resolve concerns.
- Oversaw talented team by actively communicating project information, remedying issues and delivering positive feedback.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Created incentive programs and contests to support and award top performers.

Education

High School Diploma

Southview High School - Lorain

No Degree: Business Administration And Management, 08/2024

Lorain County Community College - Elyria, OH