

Arthur Francis

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Baton Rouge, LA

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(225) 434-3103

I am a loyal employee with unwavering resolve. I enjoy working towards personal success but also recognize that my accomplishments are tied towards my ability to make the company achieve its goals

#readytowork

Willing to relocate to: Baton Rouge, LA

Authorized to work in the US for any employer

Work Experience

Sales Associate

Target - Baton Rouge, LA

January 2018 to Present

- Strong Customer Service skills – ability to quickly gain customers trust and confidence
- Adept Knowledge of computers, electric & electronic concepts and devices
- Provide fast response and maintain a high level of professionalism at all times
- Support multiple products
- Document session notes and complaints in appropriate systems

Assistant Manager

Olive Garden - Denham Springs, LA

January 2016 to January 2018

1. Planned, monitored , and appraised job results
2. Coached, counseled, and disciplined employees
3. Developed, coordinated , and enforced systems, policies, procedures, and productivity standards.
4. Recruiting, training and supervising staff.
5. Agreeing and managing budgets.

Hardlines Associate

Costco Wholesale - Baton Rouge, LA

November 2014 to January 2016

- Unloaded freight and managed costco receiving
- Skilled at cash handling and accounting
- Stocked shelves and verified inventory codes
- Used advanced store knowledge to recommend, locate or obtain merchandise for customers
- Supervised a team of 2 employees

Education

High school or equivalent

Capital High School - Baton Rouge, LA

August 2014 to May 2017

Skills

- Problem Resolution
- Team Building
- Management
- Financial Analysis
- Communications
- Customer Service
- Cellular
- Inventory Management
- Operations
- Word
- retail sales
- Scheduling
- Training
- inventory
- Information Technology
- Desktop Support
- Help Desk
- It Specialist
- Sales Experience (2 years)
- Bilingual
- Customer Care
- Food Preparation Experience
- Customer Support
- CSR
- Call Center
- Shipping & Receiving (2 years)
- Customer Service (4 years)
- Microsoft Powerpoint (4 years)
- Windows (4 years)
- Writing Skills (6 years)
- Organizational Skills
- Leadership Experience

Certifications and Licenses

Driver's License

Food Handler

March 2019 to March 2021

i have completed a food safety course that is approved by Louisiana and that i understand the basics of food safety

Assessments

Warehouse Associate — Proficient

November 2019

Assesses the tendencies that are important for success in warehouse roles.

Full results: https://share.indeedassessments.com/share_to_profile/08f51bb7594523b915153bc75b206bfeed53dc074545cb7

Customer Service Skills — Proficient

August 2019

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

Full results: https://share.indeedassessments.com/share_to_profile/8be886ce2f096024cbbdad0c87630088eed53dc074545cb7

Sales Skills: Influence & Negotiation — Highly Proficient

July 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: https://share.indeedassessments.com/share_to_profile/b68d4f180c3b316f5204ba7e4c1032f5eed53dc074545cb7

Attention to Detail: Inventory — Proficient

July 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: https://share.indeedassessments.com/share_to_profile/e29d82c115fe17bba6f8aa17c2593593eed53dc074545cb7

Emotional Competence — Highly Proficient

June 2019

Managing one's own emotions and understanding those of others.

Full results: https://share.indeedassessments.com/share_to_profile/8d218aaa6c05d8347ae9e8b0e724ea6d

Customer Focus & Orientation — Proficient

June 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/445303dc037b743e9c284970f4568e8eed53dc074545cb7

Personality: Customer Service Fit — Proficient

June 2019

Assesses personality traits that result in high-quality customer service.

Full results: https://share.indeedassessments.com/share_to_profile/0e70b4d91809c97cf3db13e834b8b92feed53dc074545cb7

Reliability — Proficient

January 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: https://share.indeedassessments.com/share_to_profile/8f4256962371c8039c8e171379c6f433eed53dc074545cb7

Customer Focus & Orientation — Proficient

January 2020

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/172b6325647436a83f73d34102b467d1eed53dc074545cb7

Written Communication — Highly Proficient

August 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: <https://share.indeedassessments.com/attempts/6bfc2aae71f00cca2f184e51c50f35ceed53dc074545cb7>

Retail Customer Service — Completed

February 2020

Comprehending and responding to retail customer needs.

Full results: https://share.indeedassessments.com/share_to_profile/13866891dba6350a8555f381921f3989eed53dc074545cb7

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Additional Information

Skills

Management, Mathematics, Communications, Problem Resolution, Public Speaking, Team Building