

Blaine Traylor

Pearland, TX

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Work Experience

Assistant Manager

Extra Space Storage - Houston, TX

October 2022 to Present

- Guide new customers through rental processes and agreements
- Maintaining the facility up to the highest of cleanliness standards (i.e. cleaning units, sweeping, mopping, changing light bulbs, etc.)
- Handle cash and balance receipts, pursue collections, post payments, and process daily bank deposits with integrity
- Perform independently on a day-to-day basis with a focus on teamwork and partnerships with other stores in the area
- Travel to local retail locations and run errands for the facility
- Contact customers via email or phone to follow up with delinquency.

Assistant OP Manager

Goodwill Industries - Houston, TX

August 2019 to October 2022

Headed store in absence of Operations Manager to ensure smooth operations through opening/closing, customer service, and store maintenance

- Oversaw 10+ employees and managed between 60-80 retail customers during peak hours daily
- Assisted with the recruiting/hiring and scheduling process in the absence of Operations Manager.
- Utilize a Forklift to load and unload trailers with equipment & product.
- Delivered and participated in learning and development activities including daily store meetings and product/online education to improve performance leading to positive customer experiences and increased employee engagement
- Assisted management team through implementation of merchandising, promotional, and operational standards to achieve store goals resulting in increased sales by 50%
- Engaged in inventory management by receiving shipments, assisting with unloading stock, checking products against invoice, sorting and distributing stock, pricing merchandise, and displaying products, resulting in a reduction of merchandise loss
- Trained new cashiers on the use of cash register and POS system to provide customer service with efficiency and more than 95% accuracy

Tier 1 iOS Advisor

Kelly Services - Houston, TX

July 2018 to July 2020

- Provide technical support and effectively troubleshoot customer issues in a timely and effective matter via inbound calls.
- Use and navigate multiple system to track, document and research cases.

- Offer additional products and services when appropriate, Selling Apple Care Plus Agreements

Education

Bachelor of Arts in Management Information Systems

Sam Houston State University - Huntsville, TX

August 2019 to Present

Skills

- Microsoft Office (2 years)
- Forklift (2 years)
- Warehouse experience (2 years)
- Management (3 years)
- Leadership (3 years)
- Microsoft Windows (3 years)
- Negotiation

Certifications and Licenses

Microsoft Office Specialist

December 2022 to December 2023

Microsoft Access Certified