



BENJAMIN EIDUM

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Education

Associate In Applied Science
Wake Tech Community College
December 2017
Mechanical Engineering Technology

High School Diploma
Millbrook High School
2012

Skills

Management Skills

- Team Leadership
- Customer Service
- Empathy
- Compassion
- Conflict Resolution
- Rapid Problem Solving

Technical Skills

- Optimization
- LEAN/Six Sigma
- Continuous Improvement
- DMAIC Process
- Systems Engineering

Servant leader seeking an opportunity where I can apply my systems engineering approach to continuously improve processes to achieve excellent customer satisfaction.

Experience

Target

2019 – Present

General Merchandise Team Lead

- Provided excellent customer service by making guests first priority
- Optimized time to accomplish tasks by prioritizing and multitasking
- Communicated to team leads with proposed solutions when problems occurred
- Adapted quickly to train in the Ship from Store department to meet the peak demand during Corona Virus Pandemic
- Cross-trained in multiple departments while assisting for training
- Trained new employees on sequence procedures, maintained welcoming environment for questions

Simply Crepes

2013 – 2018

Front of House Manager

- Exceeded YoY sales target of 6% bi-weekly, achieved an average of 14% growth
- Decreased labor cost by 4% YoY, Decreased attrition rate from 66% to 7%
- Communicated and procured from suppliers to optimize inventory
- Implemented new inventory system, reduced documentation from 38 sheets to 7
- Transformed warehousing system to align with inventory system, reduced inventory bookkeeping task from 4 hours to 15 minutes
- Optimized weekly sales push items for team based on seasonality, inventory surplus, customer trends, and pairings to maximize revenue
- Enabled partnership with GrubHub delivery to provide a new service
- Managed, scheduled, trained, mentored 25+ employees
- Led staff meetings to improve selling techniques, to educate about products, and align on company goals and initiatives
- Responsible for 1.3M in annual sales

Homewood Nursery & Garden Center

2009 – 2017

Delivery Manger, Driver

- Communicated directly with customers to satisfy scheduling requests
- Optimized delivery routes for all customer orders
- Managed, scheduled, staffed fleet of delivery vehicles
- Went above and beyond job requirements to ensure customer satisfaction
- Worked flexible hours to meet customer requests
- Customized loading technique to ensure safety and quality of delicate products