**Christopher W. DeHaan**

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**OBJECTIVE**

To obtain a postion that will allow me to use my hard word ethic and trouble-shooting skills, as well as my proven ability to lead in professional environments, to further my career opportunities.

**EDUCATION**

* **The Florida State University, Tallahassee, Florida**

*Bachelor of Science in Criminology, Aug 2014*

* **Pace High School, Pace, Florida**

*High School Diploma, May 2011*

**WORK EXPERIENCE**

**Bed, Bath & Beyond, Daphne, AL**

*Operations Manager, Aug 2019 - Nov 2020*

* Accountable for the ongoing maintenance and repair of various devices and equipment used in day-to-day operation.
* Responsible for communication with support specialists when troubleshooting software and hardware issues.
* Maintain/update extensive, varied records required by the company and law.
* Complete monthly and quarterly inventory/sytems checks to ensure protocols are being followed properly.
* Maintain a set of keys used to access all parts of the building and to open and close the building at beginning and end of day.
* Schedule all employee training and responsible for new hire orientation procedures.
* Review operational records and reports to project sales and display product accordingly.

*Department Supervisor, Feb 2019 - Aug 2019*

* Help plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Resolve customer complaints regarding sales and service.
* Monitor customer preferences to determine the focus of sales efforts.
* Review operational records and reports to project sales and display product accordingly.
* Handle end of day paperwork and make deposits and withdrawals from the safe.
* Maintain a set of keys used to access all parts of the building and to open and close the building at beginning and end of day.

**Bed, Bath & Beyond, Pensacola, FL**

*Department Supervisor, May 2018 - Feb 2019*

* Help plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Resolve customer complaints regarding sales and service.
* Monitor customer preferences to determine the focus of sales efforts.
* Review operational records and reports to project sales and display product accordingly.
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* Maintain a set of keys used to access all parts of the building and to open and close the building at beginning and end of day.

**Bed, Bath & Beyond, Brighton, MI**

*Department Supervisor, Sep 2017 - May 2018*

* Help plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Resolve customer complaints regarding sales and service.
* Monitor customer preferences to determine the focus of sales efforts.
* Review operational records and reports to project sales and display product accordingly.
* Handle end of day paperwork and make deposits and withdrawals from the safe.
* Maintain a set of keys used to access all parts of the building and to open and close the building at beginning and end of day.

*MIT (Manager in Training), Aug 2016 - Sep 2017*

* Help plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
* Resolve customer complaints regarding sales and service.
* Monitor customer preferences to determine the focus of sales efforts.
* Review operational records and reports to project sales and display product accordingly.
* Handle end of day paperwork and make deposits and withdrawals from the safe.
* Maintain a set of keys used to access all parts of the building and to open and close the building at beginning and end of day.
* Report to a monthly training seminar hosted with the intention of giving relative information required to run a building alone.

*Sales Associate, Aug 2015 - Aug 2016*

* Greet customers and ascertain what each customer wants or needs.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Place special orders or call other stores to find desired items.
* Put all freight received out into sellable space or away in backstock.

**Domino's, Tallahassee, FL**

*Assistant Manager, Jul 2012 - Feb 2015*

* Responsible for food prep and quality.
* Maintain day-to-day store operations.
* Plan and direct drivers and insiders for maximum efficiency/needs of the business.
* Make bank runs and drop deposits in a safe box at the end of the day.

*Delivery Driver, Oct 2011 - May 2012*

* Deliver food to customers.
* Work on the line as business needs dictated.
* Answer customer calls and place orders.
* Group orders in staging area and verify all items are present before they are bagged.

**ADDITIONAL SKILLS**

* Highly motivated, fast learner with a history of exceling quickly.
* Ability to lead in a team environment.
* Strong basic understanding of computer programs including Word, Excel, and PowerPoint.
* Hands on experience with assembling and dissassembling electronic devices/computers.
* Understanding of basic software trouble shooting steps.

**References**

* Spencer Bilton (704) 340-6661

*Foxhole QA Analyst*

* Katherine Walters (810) 923-3411

*Brighton Bed, Bath & Beyond Assistant Store Manager*