**Fraser Beardshaw**

Fraserbeardshaw@outlook.com | (702)506-1072 | Las Vegas, Nevada

**Education**

***High school Graduate/ Diploma***  May 2016

Centennial High school Las Vegas, NV

* Represented my school as Vice-president and President of the nation-wide JAG (Jobs for America’s Graduates) class.

**Work Experience**

**Floor & Decor** Las Vegas, NV

*Warehouse Associate* July. 2016- Jan. 2017

* Responsible for compiling and replenishing merchandise along with customer orders in a fast paced environment, quickly and accurately by hand or by using Heavy lift equipment.

*Command Center Associate* Jan. 2017- Dec. 2018

* Customer facing position, responsible for greeting and checking-in customers for order pick-up while working in tandem with warehouse crew to assure timely order delivery.
* Responsible for answering phone calls and correcting issues with customers, and escalating them to management if the need arises.
* Managing all customer orders on our POS system, by performing weekly/monthly audits of orders, updating notes daily on Pending orders, and verifying that all tickets have been or are being processed by our corporate allocation team.
* Responsible for maintaining daily contact with sister stores and customers via email or phone, to make sure that ISTs (in-store-transfers) of product is handled efficiently.

*Pro Desk Sales Associate* Dec. 2018- July 2020

* Responsible for selling, processing, and maintaining orders for our PRO sales team that is geared towards professional installers.
* Stayed in close contact on personal phone, and email with Commercial Business Account holders and business owners. Handled sensitive card and financial information daily by following strict security guidelines.
* Operated Floor & Décor sponsored booths at multiple Las Vegas venues including the T-Mobile Arena during Golden Knights games.
* Had over $1M total sales in first year as Pro Associate, top 10% compared to over 10,000 employees nationwide.
* Utilize Salesforce to pursue new PRO account leads, update current ones, and add any relevant notations if need be.

*Assistant Dept. Manager*  July 2020- Current

* Provide Direction to all product sales specialists to ensure highly attentive and accurate customer service.
* Ensure overall merchandising, pricing, and organization of my given department by directing merchandise from warehouse to showroom floor.
* Handle any escalated customer issues or claims over the phone or in-person while following company guidelines. (Often taking phone calls and rectifying issues while out of work or at home.)
* Provide general support to all Sales associates throughout store directly or indirectly by providing product and/or POS knowledge.

**Skills**

* Experience: Salesforce, Microsoft Word, Microsoft Excel, OneDrive, Outlook
* Social Media: Facebook, Instagram, Snapchat, Discord, Twitch, Twitter
* Understanding fundamentals of computer Operating Systems, windows file systems/transfers, installing/uninstalling software, and Thorough understanding of computer hardware components.