1846 35th Avenue

SAN FRANCISCO, CA 94122

(415) 734-6819

DVLE4U@GMAIL.COM

**DAVID V. LE**

***SKILLS***

Customer service, cash register, handling cash, light accounting, computers, telephones, communication, management, organizational, sales, invoicing, photography operations, maintenance, microsoft office, writing, team work, critical thinking, problem solving, retail management, employee scheduling, typing 60 words per minute and CompTIA A+ 1000 certified

***EXPERIENCE***

Walgreens, San Francisco *— Shift Manager, Head Photo Specialist*

June 2006 - PRESENT

* Oversee the provision of outstanding customer service, identifying specific customer requirements, reducing costs and maximizing profits across multiple branches.
* Establish individual, positive relationships with customers, responding to concerns and utilizing sound decision making in resolving current and potential issues.
* Develop and facilitate seminars to drive store policy and motivate new hires to exceed expectations and pass probation.
* Drove satisfaction and retention through the cultivation and management of positive relationships with a diverse range of customers.
* Manage the opening, closing of store and settling of transactions, and cash inventories.
* Handling large volumes of calls, identifying customer issues and providing workable resolutions
* Provide training and motivation to associates, educating associates in standardized procedures, operations and communicating accurate product knowledge.
* Provide education and training to associates and management, facilitating programs to communicate programs established in alignment with company and industry standards.
* Execute needs analysis, identifying specific customer requirements and driving store revenue.
* Consistently receiving recognition for the provision of outstanding customer service from customers, colleagues, and senior management teams.

***EDUCATION***

San Francisco State University, San Francisco *— Bachelors of Arts History*

January 2008 - January 2011

***AWARDS***

San Francisco State University - Dean's Honor List