

DEVIN SPALDING

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EXPERIENCE

Dollar Tree

Assistant Store Manager

Quincy, FL

Feb. 2025-Present

- Establishes and communicates job responsibilities and performance expectations to direct reports to ensure mutual understanding and desired results.
- Provides product feedback to the direct leader, including making recommendations regarding new items to carry or those that should be discontinued.
- Ensures store personnel adhere to inventory procedures, product handling guidelines, and cash control policies to minimize losses.
- Identifies and rectifies hazards, ensuring proper ergonomics and maintaining store equipment in proper working order.
- Merchandise products neatly to maximize sales.
- Ensures direct reports complete assigned responsibilities in a timely and effective manner to provide the highest level of customer service for the business.
- Complies with all established company policies and procedures while upholding the security and confidentiality of documents and data.
- Supervises the day-to-day operations of their team, escalating issues to the appropriate level of support and/or leadership when necessary.

Nordstrom

Service Experience Representative

Jacksonville, FL

Oct. 2023 – Jan. 2025

- Assist customers with a variety of transactions through a seamless and friendly experience.
- Demonstrate expertise in all technologies used in the store environment.
- Inspire trust, teamwork and positive team relationships.
- Defuse customer situations and provide resolution in a timely and effective manner.
- Ensure the security and privacy of customer information through education, compliance and resolution of issues.
- Motivate and inspire others to adopt initiatives such as our Nordstrom Rewards program.
- Sets the gold standard in world class customer service.

PC Liquidations

B2B Technology Sales Coordinator

Jacksonville, FL

Nov. 2017 – Oct. 2023

- Excel in asking probing questions and researching, analyzing, and rectifying problems.
- Built strong relationships within IT and Sales by working across the organizations.
- Provided outstanding telephone, email, and chat support to our internal and external end-users; manage incident tickets.
- Identified user requests/problems and provided accurate resolutions.
- Assisted in constantly improving processes and procedures as they relate to client support.
- Managed customer inquiries by staying up to date on market and industry trends and finding unique solutions to issues.
- Sold technology products to businesses and consumers including new and refurbished: Routers, switches, servers, computers, laptops, monitors, printers, phones, phone systems, telecommunications equipment, and peripherals, as well as IT Asset Disposition (ITAD).
- Developed an extensive knowledge of company products to better serve the client's needs.
- Developed, Built and Maintained strong, sustainable relationships with clients.
- Accurately gathered details, facts, and information from clients and made confident suggestions.
- Follow-up with Clients as needed to cultivate relationships.
- Actively searched for, located, developed, and closed sales of products and services.
- Provided consultation for all clients on products and services provided by the company.
- Met and Exceeded Profit and Productivity goals.
- Improved ecommerce productivity by increasing customer communication and responding to feedback. Maintained 99% online chat satisfaction.
- Managed user accounts and assigned permissions.
- Worked within a task management system to receive, manage, and close support requests. Monitored ques.

C & C Market Research**Floor Supervisor**

Tallahassee, FL

Jan. 2014 – Nov. 2017

- Performed professional market research to identify the target market, market conditions, customer behavior, industry trends and competition.
- Managed over twenty employees to identify relevant operational questions and data collection.
- Provided regular presentations and communications to upper management.
- Responsible for conducting consumer interviews and call backs.
- Recognized for consistently exceeding the monthly quota.
- Managed client accounts, daily corporate reports and problem solving.
- Generated leads and converted 95% of them into appointments to new clients.

SKILLS SUMMARY

Operating systems

Technical Support

Server Configuration

Information Security

Hardware Configuration

Computer Networking

IT Management

Software Configuration

Microsoft Office

Service Support Management

EDUCATION AND COMMUNITY SERVICE

Bachelor of Applied Science Computer Systems***Networking & Telecommunications****Florida State College Jacksonville (2026)****PC Support/Help Desk Analyst Technical Certificate****Florida Department of Education (2011)****Associate of Arts General Studies****Tallahassee Community College (2009)****Working towards May of 2025:****CompTIA A+**CompTIA Security+**CompTIA Linux+*