

ROBERT SMITH

Art Department Head

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Customer service professional with over 10 years of experience in the design and home building industries. Seeking a position to utilize my interpersonal skills to cultivate team effectiveness while instilling customer satisfaction.

CORE COMPETENCIES

Microsoft, Customer Service, American Sign Language, Sales, Merchandising, Medical Terminology, Management, Powerpoint, Excel, Basic Computer Skills, Data Entry, Event Planning, Hiring, Inventory Management, Public Speaking, Typing, Training, Wordpress.

PROFESSIONAL EXPERIENCE

Art Department Head

ABC Corporation - January 2013 – November 2014

Key Deliverables:

- Resolve customer complaints regarding sales and service.
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Determine price schedules and discount rates.
- Review operational records and reports to project sales and determine profitability.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers problems.

DEPARTMENT HEAD

ABC Corporation - 2009 – 2013

Key Deliverables:

- Department head for various departments including lumber, flooring, tool rental, electrical and plumbing.
- Managed a varying number of employees depending on what department I was working in.
- Ensure smooth daily operation of the department, delegate tasks, order product and reviewed reports to make sure the department was profitable.
- Was responsible for increasing the profitability of each department for which I was Department Head.
- Prior to being promoted I worked as a sales associate, starting as a lot attendant before being moved into the lumber department where I worked for the next four and a half years.
- Operated the forklift in both capacities as associate and department head, stocking and unloading trucks that delivered product to the store.

ROBERT SMITH

Art Department Head

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

- Home Depot is known for their community outreach programs and I participated on my own time to assist in many of these projects in Houston and the Bryan/College Station area..

EDUCATION

-