

ROBERT SMITH

Department Head

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SUMMARY

It is my objective to find an entry-level position that will utilize my education as well as my experience in developing interpersonal relationships. With my experience in Customer Service Management, I have learned a great deal about all types of people and their expectations. I have learned that there is not a unifying factor that solves all problems, but that each individual situation is unique.

CORE COMPETENCIES

Forklift Operator.

PROFESSIONAL EXPERIENCE

Department Head

ABC Corporation - October 2008 – February 2011

Key Deliverables:

- Answered questions regarding the store and its merchandise.
- Greeted customers and ascertained customers needs.
- Helped customers with questions, problems and complaints in person and via telephone.
- Stocked shelves and supplies and organized displays.
- Organized racks and shelves to maintain the visual appeal of the store.
- Developed positive customer relationships through friendly greetings and excellent service.
- Trained and served as a peer coach for new sales associates.

Department Head

ABC Corporation - 2003 – 2008

Key Deliverables:

- Parts Specialist | Sales Representative Identified and supplied parts needed for maintenance of motor trucks, industrial, farm, and motor vehicles.
- Completed accurate inventory, wrote sales slips and filled in shipping and receiving forms.
- Operated forklift to pull, price, and place stock in bin and shelf areas.
- Selected to move to Outside Sales role because of ability to land larger contract customers.
- Set up targeted merchandise programs, updated price books and sale catalogs while assisting customers with inquiries and in finding merchandise.
- Trusted to manage daily store closing process even as a new employee.
- Prior Background ALLEN SHIDELL BUILDER, Wausau, WI - Contractor Assistant - 2 years
HOFFERS GLASS, INC., Wausau, WI - Maintenance - 2 years.

EDUCATION

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- Bachelor of Science in Psychology - (Middle Tennessee State University - Murfreesboro, TN)