

Kyle Allen

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Dedicated professional with a strong background in customer service, shipping/receiving, merchandising, staff development, and loss prevention.

Summary of Achievements:

- Produced a sales increase over \$170k in 2011 resulting in the highest profit that store has ever had, and then produced an additional \$140k sales increase over the following three years.
- Awarded a trip to the 2012 manager conference at company headquarters for sales excellence.
- Promoted a former assistant manager to store manager of another location, and two part-time sales associates to assistant manager positions.

Experience:

American Heroes Smokehouse, Scotch Plains/Randolph, NJ

Assistant Manager/Catering Liaison, 2017 – Present

Primary store contact for booking catering orders. Responsible for going over the various food packages with customers and assigning staff for service. Also responsible for ensuring that the part-time staff handle the every day tasks cooking, cleaning, stocking, and delivering a memorable customer experience. Other assigned duties are processing incoming shipments, and delivering bank deposits.

Journeys, Bridgewater/Woodbridge, NJ

Manager, 2008 – 2017

Managed a \$1.3M store with a staff of up to 18 people. Entrusted with hiring, training, scheduling, merchandising, maintaining standards of performance, and managing inventory. Processed incoming shipments, store-to-store transfers, warehouse returns, and direct customer orders. Responsible for instilling employees with the necessary behaviors to ensure excellent customer service and create repeat business.

Apple Store, Bridgewater, NJ

Inventory Specialist, 2005-2008

Managed inventory at a high volume retail location by receiving daily incoming shipments and processing warehouse returns for used/ faulty/ discontinued merchandise. Maintained inventory through daily counts and correcting improperly processed transactions. Consistently kept shrink under the acceptable threshold.

Education:

Boston College, Chestnut Hill, MA

Majority of credits completed, Marketing

Hillsborough High School, Hillsborough, NJ