**Robert A. Phillips**

*Warehouse | Customer Service | Management*

401 S. Emporia

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**Summary of Qualifications**:

* Excellent communication and customer service skills
* Reputation for being a punctual employee that gets to work on time & meets deadlines
* Detail Oriented employee who works well alone and as part of a Team
* Skilled Trainer that assisted in company development and Goal setting

**Core Competencies:**

Warehouse:

* Packed and unpacked items to be stocked on shelves in stockrooms, warehouses, or storage yards
* Stored items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas
* Examined and inspected stock items for wear or defects, reporting any damage to supervisors
* Kept records and compiled stock reports

Customer Service:

* Conferred 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
* Check to ensure that appropriate changes were made to resolve customers' problems
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
* Assisted with insurance claims and established new services

**Summary of Qualifications**:

**Dry Clean Superstores 2010- 2016**

* Manage all employees and processes in a high sales volume retail store carrying a balanced combination of Dry cleaning merchandise
* Responsible for ensuring that store functions are completed including, but not limited to ordering, receiving, stocking, merchandise presentation, staffing, cash handling, shrink control and customer service

**CONVERGYS Collections2000-2010**

* Developed staff to meet company goals ,trained staff on new collection laws
* Reported daily figures to upper management
* I was responsible for time keeping as well as coaching my employees on the proper way to manage their client accounts