**Mark R. Self**

*Leadership/Service/Excellence* 401 S. Emporia, Wichita, KS 67202

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**Profile Summary**

* Proven leadership and managerial experience with an understanding retail and service industries.
* Manages up to 8 employee/peers at any given time
* Maintains a Certification from the National Institute of Baking as a trainer
* Skilled trainer with experience in food service and office settings
* Customer Service focused with “active” listening ability to identify and meet expectations
* Aptitude as a strong problem solver seeking mutually beneficial outcomes for the company and consumer
* Incorporates new ideas and technics to maximize efficiency with a solid company product and marketing image
* Can also operate Basaloid forklifts, standing forklifts, order pickers, and motorized pallet trucks.

.**Functional Overview**

*Retail/Service Industry*

* Skilled and FOH/BOH operations.
* Ability to upscale any product thru effective sales ability and skilled comparison
* Anticipates customer needs and implements strategies to assist outcomes in company interests.

*Management*

* Responsible for opening and closing stores, assigning duties, and scheduling shifts.
* Making deposits and analyzing daily to weekly figures for store staffing needs.
* Managed sales teams from 5 to 8 employees on a regular basis and maintain store function.

*Administrative*

* Proficient computer skill in Microsoft Word, Excel, and PowerPoint.
* Skilled at scheduling employees to cover shifts to meet customer influx.
* Trained new hires on software/database use, customer service, etiquette, policy, and technique.

**Relevant Employment History:**

* *Assistant Manager* Hibbet Sports Manhattan, KS 2013-2015
* *Quality Control Manager* Parker-Hannafin Manhattan, KS 2011-2013
* *Lot Porter* Dick-Edwards Ford Manhattan, KS 2009-2011
* *Trainer* Alorica Inc. Manhattan, KS 2007-2009

**Other EMPLOYMENT HISTORY:**

* Paint Tech G.B.W. Railroad Junction City, KS 2011-2012
* *Maintenance Tech* Flowers Bakery Denton, TX 2005-2007

**Education**

* Certificate of Training *American Institute of Baking* Manhattan, KS 2005