**Mark R. Self**

700 Griffith Dr. Manhattan, KS 66502 phone: (785) 851-0970 email: mrself27@gmail.com

**Summary of Qualifications:**

* **Sales:** Experienced in familiarizing self and other employees on various products and product needs. Able to present various products for comparison while helping customers to identify which products best fit their needs for various projects.
* **Management:** Responsible for opening and closing store, assigning duties, 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 while maintaining store function when under staffed.
* **Administrative:** Computer skills (Microsoft Word, Excel, and PowerPoint). Skilled at scheduling employees to cover shifts to meet customer influx. Responsible for training new-hires regarding software and database usage, customer service and phone etiquette, store policy, as well as sales techniques.
* **Industrial:** Armour Swift Eckrich certified to operate heavy work equipment (basaloid forklift, motorized pallet truck, order picker, standard stand behind forklift). Experienced operating hand, power, and pneumatic as well as various machinery, including hydraulic machinery. In charge of maintenance and troubleshooting programmable logic controllers. Skilled in quality control, verifying specs, pressure testing, and visual inspection. Basic HVAC troubleshooting and maintenance. Skilled at sand blasting and powder coating. Trained to maintain OSHA standards.
* **Transferable Skills:** Skilled at communicating clearly in verbal, presentation, and various media. Efficiently problem solve both mechanical and social issues. Able to learn and retain new information and procedures quickly and share with others. Easily identify ways to incorporate new ideas and techniques to complete tasks more efficiently.
* **Customer Service:** Skilled at listening to customers and identifying their needs while coming to a solution that fits within store policy. Experienced training other staff to approach and help customers to feel at ease. Able approach unsatisfied customers in a calm and professional manner.

**Employment:**

2013-2015 Hibbett Sports Assistant Manager Manhattan, KS

2013-2015 Armour-Swift Eckrich Forklift Operator Junction City, KS

2011-2012 G.B.W. Railroad Paint Tech Junction City, KS

2011-2013 Parker-Hannafin Quality Control Manager Manhattan, KS

2009-2011 Dick-Edwards Ford Lot Porter Manhattan, KS

2007-2009 Alorica Inc. Trainer Manhattan, KS

2005-2007 Flowers Bakery Maintenance Tech Denton, TX

**Education:**

Manhattan High High School Diploma Manhattan, KS 2001

American Institute of Baking Certificate of Training Manhattan, KS 2005

**References:**

Lawrence Ben-Anii Former Supervisor (503) 931-xxxx

Pete Jacobsen Former Supervisor (316) 992-xxxx

Heidi Allen Former Supervisor (931) 319-xxxx