# Paul A. Skaff

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401 S. Emporia Wichita, KS 67202

**SUMMARY OF QUALIFICATIONS**

* Demonstrated excellence in customer service methods leading to increased sales and satisfaction.
* Investigation of problems with orders and development of solutions to promote customer retention.
* Proven ability to organize and coordinate employee duties.
* Focus on details has supported the organization and filling of orders according to deadlines.

**PROFESSIONAL ACCOMPLISHMENTS**

* Implemented plans that increased order accuracy by 20%.
* Recommended and instituted an incentive program to increase production and sales.
* Interviewed potential suppliers and shippers then negotiated contracts.
* Increased sales and customer service.
* Increased accuracy of order completion.

**WORK HISTORY**

*State of Kansas | Lansing, KS* June 2017 – Oct. 2017

**Groundskeeper**

* Maintained grounds by collecting and disposing of trash.
* Mowed and removed weeds using weed eaters and riding mowers.
* Swept and cleaned sidewalks.

*Fit and Finish | Wichita, KS* June 2008 – Nov. 2016

**Manager**

* Received, filled and shipped customer orders
* Stocked inventory
* Cut materials and assembled art into picture frames

*R & J Smoke Shop* | *Wichita, KS* June 2006 – June 2008

**Clerk**

* Filled customer orders.
* Rang up sales.
* Cleaned and restocked shelves.

**EDUCATION**

*Wichita State University | Wichita KS*

Bachelor of Arts in General Studies