

## MARK ANDERSEN

151 Chestnut Land Road New Milford, CT 06776 (203) 770-5790 [mark.andersen689@gmail.com](mailto:mark.andersen689@gmail.com)

---

### PROFESSIONAL OVERVIEW

#### Inventory Control and Supply Chain Specialist

- ✓ **Seeking** to leverage 10+ years of comprehensive, hands-on customer service and inventory management expertise; that create impactful ROI, customer retention, and support bottom-line results
- ✓ **Collaborative** and cross-functional management style with strong leadership instincts; able to build lasting relationships with colleagues, suppliers, customers, and other industry-related professionals
- ✓ **Process** improvement expert with a record of success in the implementation of store and employee practices that lower costs, enhance performance, and increase workflow efficiency and operational excellence
- ✓ **Recognized** as a perceptive and practical troubleshooter and business strategist; able to research and solve small to large-scale problems with cross functional teams

### DEMONSTRATED STRENGTHS

Business Operations • Inventory Maintenance • Quality Control • Forecasting • Analysis • Merchandise Display • Planning Customer Service • Vendor Relations • Forklift & Pallet Machine Operation & Training • Team Leadership • Training & Mentoring Performance Management • Staff Supervision • Communications • Problem Resolution

---

### PROFESSIONAL EXPERIENCE

THE HOME DEPOT, INC., New Milford, CT	<b>2009 - Present</b>
<b>Operations Department Supervisor – Customer Service and Order Fulfillment</b>	(2020 – Present)
<ul style="list-style-type: none"><li>• 15-20 direct reports</li><li>• Implemented curbside pickup program</li><li>• Managed special order inventory</li><li>• Solved customer order issues – refunds, reorders, and delivery discrepancies</li><li>• Onboarded an influx of new associates during the onset of the Covid-19 crisis</li><li>• Implemented and enforced practices aimed at keeping customers/associates safe</li></ul>	
<b>Merchandising Department Supervisor – Electrical</b>	(2018 – 2020)
<ul style="list-style-type: none"><li>• 2-3 direct reports</li><li>• Inventory Prep team lead for 2018 and 2019 store inventory</li></ul>	
<b>Merchandising Department Supervisor – Construction</b>	(2016 – 2018)
<ul style="list-style-type: none"><li>• 3-6 direct reports</li><li>• Responsible for ordering commodity freight</li></ul>	
<b>Receiving – Team Lead</b>	(2014 – 2016)
<ul style="list-style-type: none"><li>• Processed incoming freight from distribution centers as well as LTL carriers</li><li>• Processed merchandise designated to return to vendor</li><li>• Designated Hazmat Associate</li></ul>	
<b>Sales Associate – Garden Department</b>	(2009 – 2014)

#### Selected Accomplishments:

- As supervisor, trained and coached new and existing store associates on selling practices, customer relations, machine/equipment operations, processes for optimizing store sales and customer satisfaction, and ran departments with 7 figure annual sales
- Took over a new customer facing management position during an unprecedented increase of customer volume, and implemented a novel curbside program and online order process during a near 1000% increase in online order volume while maintaining the highest and most consistent customer satisfaction metrics in the district
- Increased annual revenue and generated repeat business by analyzing daily numbers and working with the Merchandising team to maximize display strategies that improved overall inventory/merchandise movement
- Chosen as inventory prep team lead two years running (2018 & 2019) and successfully met store shrink goal both years

- Approached and solved problems (scheduling, staff absenteeism, faulty equipment, merchandise/inventory issues, order delivery issues) efficiently, always with the needs of the customer in mind
  - Participated in weekly strategy meetings as well as monthly inventory management and safety meetings to address issues and to ensure process and store protocol were being adhered to daily
  - Wrote and delivered bi-annual performance reviews
- 

### **EDUCATION**

BS, Meteorology, Western Connecticut State University, Danbury, CT, August 2015

UConn Full Stack Web Development March 2021-September 2021

### **TECHNOLOGY EXPERTISE**

MS Office, including Word, Excel, PowerPoint, Front End Web Development, HTML, CSS, JavaScript; Knowledge of proprietary database systems