MARK ANDERSEN

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# 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 **2009 - Present**

**Operations Department Supervisor – Customer Service and Order Fulfillment** (2020 – Present)

* 15-20 direct reports
* Implemented curbside pickup program
* Managed special order inventory
* Solved customer order issues – refunds, reorders, and delivery discrepancies
* Onboarded an influx of new associates during the onset of the Covid-19 crisis
* Implemented and enforced practices aimed at keeping customers/associates safe

**Merchandising Department Supervisor – Electrical** (2018 – 2020)

* 2-3 direct reports
* Inventory Prep team lead for 2018 and 2019 store inventory

**Merchandising Department Supervisor – Construction** (2016 – 2018)

* 3-6 direct reports
* Responsible for ordering commodity freight

**Receiving – Team Lead** (2014 – 2016)

* Processed incoming freight from distribution centers as well as LTL carriers
* Processed merchandise designated to return to vendor
* Designated Hazmat Associate

**Sales Associate – Garden Department** (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