**Nicholas A. San Martin**

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# **Skills & Abilities**

**Retail:** Customer Service & Satisfaction, Organized, Vendor Management, Inventory management

**Computer Skills:** HTML, CSS, JavaScript, Hardware Installation, Microsoft Office/Google Suite, 70 wpm/90% accuracy

**Experience**

**HANDY PANTRY**

*Deli Manager Jan. 2023 – Oct. 2023*

* Prepared and presented a variety of deli items, including cold cuts, breakfast items, and lunch sandwiches.
* Diligently oversaw vendor deliveries daily, ensuring the accuracy and quality of incoming merchandise.
* Maintain the functionality of refrigeration units and ensure nightly rotation and restocking of products.
* Implemented stringent quality control measures to prevent the sale of expired products, marking and processing returns for credit.
* Maintained meticulous cash management by conducting daily drawer audits to ensure precise and accurate accounting of all financial transactions during shift changes and at the end of each workday.
* Assisted in maintaining the cleanliness of food slicers, countertops, glass surfaces, and floors before the close of business.
* Effectively coordinated and distributed tasks among team members, including cashiers and fellow deli workers, to ensure efficient and timely completion of responsibilities.

**PETCO**

*Merchandise Operations Leader     July 2021 – Sept. 2022*

* Provided support and solutions to other employees facing operational challenges.
* Assisted customers via phone call or in store with any pet-related issues.
* Coordinated with various vendors to verify deliveries and maintain seamless operation flow.
* Supervised weekly truck deliveries and collaborated with my team to optimize unpacking and distribution.
* Managed the assembly of online orders and verified customer identifications to prevent theft.
* Conducted cash drawer reconciliations before store openings and after store closings.
* Participated in the comprehensive care and management of all in-store animals.
* Rehabilitated sick animals returned from customers and maintained communication until they were healthy enough to take home.

**Platinum Lawn Care & Design**

*Crew Manager July 2016 – July 2021*

* Supervised and trained maintenance crews on all aspects of landscape maintenance services.
* Mowed, raked, dug and weeded residential properties landscapes.
* Load and unload heavy equipment and planted materials from trucks.
* Schedule and manage daily workloads.
* Plan, coordinate, and collect equipment and job materials each day.
* Attend and participate in crew and department general and safety meetings.
* Prepared time-sheets and other daily paperwork as required by the company.
* Safe driving of company owned vehicles trucks (with or without trailers) and transporting crew members.
* Maintained on-site relations and communications with clients, contractors and/or subcontractors.
* Monitored and maintained irrigation controllers (changing times, replacing heads, etc...)

**Education**

*Associate in arts | Suffolk County Community College* *May 21, 2020*

*June 14, 2024*