

# Rutter McQuigg

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*Driven sales and customer engagement professional with experience growing revenue and delivering exceptional customer experiences seeks sales role with technology and/or lifestyle brand where continually challenged and have opportunities for advancement of skills and responsibilities.*

## Prior Work Experiences

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**The Container Store** (promoted to Full-time in April 2022)

Nashville, TN

**October 2021 - May 2023** (Returning to school to study computer programming)

Project Specialist (Sales, Cashier, Order Processing, Inventory stocking, customer service)

- Represented the The Container Store experience as the first point of interaction with most customers
  - Zone-focused sales to drive growth of certain product groupings
  - Experience with cross-selling and up-selling promotions
  - Detailed benefits and signed-up customers for company loyalty program
  - Connected customers with product specialists for key product lines
  - Interacted with corporate and retail customers for sales
  - Processed retail sales (register), returns, and exchanges
  - Regularly closed sales between \$100-500 per transaction; Largest sale was \$2,000
- Provided customer service to assist customers and resolve product/service issues
  - Fielded and successfully resolved customers calls and inquiries
  - Responded to customer service issues (in-person and via phone) with goal of prompt, successful resolution
  - Review customer order history for reconciliation and returns/exchanges
  - Retail customer engagement - greeted and directed customers
- Received and processed online orders for corporate and retail customers
  - Fulfilled online orders for in-store pick-up orders
  - Inspected orders for accuracy and product quality

- Communicated with customers about order status, unavailable/replacement products, and delivery timing
- Experience working in a team environment and as an individual contributor
- Experience working in an under-resourced environment while meeting sales and customer goals
- Tasks as assigned

**Nashville Airsoft (Part-time)**

Nashville, TN

**Spring 2017 - Summer 2017** (Left to focus on high school)

**Fall 2018 - Summer 2020** (Left to attend on college)

**Summer 2021** (Left to seek new career opportunity, more hours)

Retail Store/Front Desk/Referee

- Represented the Nashville Airsoft experience as the first point of interaction with most customers
  - Responsibilities included selling and transacting customers' play experiences
  - Explained to customers how the play experience worked, rental equipment operations, and rules
  - Handled large group sales and coordinated their play experience
  - On average interacted with/sold experiences to 50 customers per day
  - Regularly closed sales between \$20-150 per transaction; largest sale was approximately \$500
  - Used point-of-sale system
- Closed sales for parties/events, making arrangements and reservations
  - Checked in and managed Scheduled parties/events, providing customer service to ensure a great experience
  - Regularly closed sales between \$150-350 per transaction; largest sale was approximately \$3,000
- Worked in retail store with responsibilities for selling equipment, gear, and supplies
  - Vast knowledge inventory and pricing for the majority of products sold
  - Regularly closed sales between \$50-250 per transaction; largest sales was approximately \$750
  - Used point-of-sale system
- Regularly fielded customer inquiries via phone, including making sales
- Experience working in a team environment and as an individual contributor
- Created personal relationships with many Nashville Airsoft regular and returning customers

- Experience selling annual memberships to customers
- General maintenance of equipment
- Tasks as assigned

**ThriftSmart** (Service Learning)

Nashville, TN

**Spring 2018**

Warehouse

**Nashville Airsoft** (Internship)

Nashville, TN

**Spring 2017**

Front Desk

**Title Boxing** (Internship)

Nashville, TN

**Fall 2016**

Front Desk

## Education

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**Learning Lab Green Hills**

Spring 2020

High School Diploma / GPA 3.8

**Tennessee Technological University**

Fall 2020

Completed one semester (left due to Covid impact on student life)

**Nashville Software School**

July 2023

3 week jumpstart program

**Vanderbilt/edX Coding Boot Camp**

August 2023 - February 2024

6 month web development program

Currently Enrolled

## Technological Skills

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**Proficient** - Apple iOS, Google Suite of apps, POS systems, Order fulfillment systems

**Experience With** - Windows, Microsoft Office Suite, Html, CSS, Java Script

*Professional and Personal References Available Upon Request*