

**Raymond Reid**  
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**Executive Summary:**

- Over 8 years experience in a management position.
- An experienced team player, bringing enthusiasm and energy into group efforts.
- 15 years successful experience in a fast past, customer service setting.
- Conferred with subordinates and other supervisors to recommend changes in order to avoid recurring customer complaints.

**Accomplishments:**

**Employment:** Petco Grants Pass, Or. 97527  
**Office Manager/Supervisor** April 26, 2015 to Present

- Researched, compiled, and prepared reports, manuals, correspondence, and other information required by management and governmental agencies.
- Provided employees with guidance in handling difficult and complex problems, and in resolving escalated complaints and disputes.
- Participated in the work of subordinates in order to facilitate productivity and to overcome difficult aspects of work.
- Trained and instructed employees in job duties and company policies, and arranged for training to be provided.
- Made recommendations to management concerning such issues as staffing decisions and procedural changes.

Fresh and Easy neighborhood market San Jose, Ca. 95134  
**Assistant Manager** December 2012 to March 2015

- Estimated consumer demand and determined the types and amounts of goods sold.
- Trained and managed 18 staff member and achieved significant improvements in their productivity over a three month period.
- Inventoried stock and reordered when inventory dropped to a specified level.
- Monitored sales activities to ensure that customers received satisfactory service and quality goods.
- Provided personalized service to each customer that need assistants with their shopping experience.
- Hired, trained, and evaluated personnel in sales and marketing establishments, promoting and firing workers when appropriate.

Grocery Outlet  
**Retail Supervisor** San Jose, Ca.  
September 2007 to March 2012

- Estimated consumer demand and determined the types and amounts of goods sold.
- Formulated pricing policies for merchandise, according to profitability requirements.
- Reviewed inventory and sales records to prepare reports for management and budget departments.
- Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.

Family Ear, Nose, Throat Group  
**Lead Medical Assistant** Gilroy, Ca.  
September 2001 to February 2006

- Inventoried and ordered medical, lab, and office supplies and equipment.
- Helped physicians examine and treat patients, handing them instruments and materials and performing such tasks as giving injections and removing sutures.
- Managed medical records department.
- Schedule, Pre-authorized and managed groups surgical patients

**Education:** University of Phoenix  
**Business Management** San Jose, Ca.  
2013

**Military:** United States Navy 1995 to 2001  
Hospital Corpsman

**License:** EMT 1998 to 2001

**References:** Available upon request