

ROBERT KOEPP

San Diego, CA

925-724-6488

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SKILLS:

Operations Management - Logistics - Inventory Control - Quality Assurance - Process Improvement - Multi-tasking - Sales - Web Development (HTML, CSS, Javascript)
Shipping & Receiving - Scheduling - Customer Service Client/Vendor Relations - Excellent Communications Skills

EXPERIENCE:

Warehouse Operations Manager

2016 - Present

Mountain Comfort Furnishings and Design

Truckee, CA

- Improved operational efficiencies to meet company objectives including re-ordering and order fulfillment.
- Redesigned warehouse space for inventory and maximize storage capacity to efficiently store future incoming deliveries.
- Scheduled all client deliveries and ensure on-time delivery and customer satisfaction.
- Hired and trained new warehouse support personnel.
- Assisted sales team in the showroom during peak season to help answer customers questions and lead them to complete buying decision.

Ski and Snowboard Technician Supervisor (winter)

2012 - 2016

Northstar Resort Children's Ski School

Truckee, CA

- Trained new hires how to use tools and computers to repair, tune, adjust, test, and mount skis.
- Repaired damaged equipment.
- Ensured the department maintained within its budget for labor and equipment.
- Assisted in operational responsibilities of Children's Ski School programs including registration processes and returning children to identified guardian.
- Supervised children in class during lunch and snack time if needed.
- Effectively worked with guests of all ages.

Village Services (summer)

2012-2016 (summer)

Northstar Resort

Truckee, CA

- Setup and take down event staging areas.
- Greet and welcome all guests with a smile and engage in personal conversations.
- Maintained up to date knowledge of resort facilities and local businesses to proficiently answer all guest questions and requests.
- Processed payments for resort activities such as mountain biking, hiking, and roller skating.

Sales Consultant and Customer Service Representative

2012 - 2015

Wireless Stores INC. Verizon Wireless Premium Retailer

Truckee, CA

- Assisted customers with their cellphone account including plan upgrades, billings, and setup new services.
- Guided and educated customers on new product offerings and help them select the product that best fit their needs.
- Resolved customer problems ranging from routine questions to trouble shooting technical issues.
- Gained customer confidence by actively listening to their concerns and offer appropriate solutions.
- Achieved sales goals of 10 activations per month on a regular basis.
- Opened and closed store.

EDUCATION:

Truckee Meadows Community College
University of Nevada Reno
UC Davis Computer Coding School