

Shelby Bugg

EXPERIENCE

Logistics Associate

2023 - present

Costco

South Fulton, GA

Handling, shipping, receiving, inventory management, and order fulfillment and logging inventory, operating warehouse equipment, and maintaining organized stock area to support high-volume retail operations.

- Processed 25+ orders per day, each containing 100 - 4,000 units, ensuring timely and accurate fulfillment..
- Weighed, inspected and logged shipments using inventory software, tracking discrepancies, damages, and weight variations for compliance .

Retail Specialist

2018 - 2024

Cracker Barrel

Fairburn, GA

Focusing on building relationships with clients and providing a world class client experience. Achieving personal sales goals by providing excellent customer service at all times by representing and supporting Cracker Barrel's brand and values. Maintaining thorough understanding of company history, product knowledge and policy and procedures.

- Provided exceptional customer service to 150+ guests daily, ensuring a 100% satisfaction rate based on customer feedback.
- Consistently surpassed personal sales targets, achieving a 20% increase in upselling gift shop items.
- Trained and mentored 5+ new employees, ensuring they delivered quality service and adhered to brand standards.
- Cultivated lasting customer relationships by demonstrating in-depth product knowledge and engaging in meaningful interactions.

Caterer

2018 - 2022

Daisy Hill

Fayetteville, GA

Planning meals, preparing food, serving beverages, and executing with a keen eye for detail and a commitment to excellence. Managing unexpected changes in a time-sensitive and stressful environment, collaborating with a team, exceeding guest expectations, and committing to upholding Daisy Hill's tradition of quality and authenticity.

- Provided exceptional customer service during events, managing client relationships and ensuring needs were met with professionalism.
- Anticipated and resolved client concerns, creating a seamless event experience and fostering customer satisfaction, serving up to 250 guests.
- Collaborated with team members to execute event logistics, maintaining compliance with company standards and regulations.