

Colby Schroeder

3337 West 3800 South, West Valley City, UT 84119 | (435) 224-2184 | colbyschroeder01@gmail.com

Executive Overview

Refined multi-unit leader who generates excitement, engagement, and growth in team members as well as overall business success through profitable business review and practices. Developing multi-point developer seeking to build technologies that enhance the everyday life experience. I quickly learn the skills needed to succeed and grow as well as help those around me accomplish greater things personally and professionally.

Developed Skillsets

- Customer Service 14+ Years
- Team & Individual Training/Development 8+ Years
- Management/Leadership 8+ Years
- Multi-Unit Leadership 2+ Years
- Hiring/Onboarding 8+ Years
- Cash Handling 14+ Years
- Finance 2+ Years
- Retail 12+ Years
- Loan Process/Underwriting 2+ Years
- Proficient in Microsoft Office Suite and Adobe Suite
- Web Development Experience in HTML, CSS, JavaScript

WORK EXPERIENCE

GAMESTOP

Salt Lake City, UT

Store Leader

(November 2019 - Current)

- Manage and lead the highest sales volume store in the state of Utah (2.5M+ sales volume).
- Attract, train, develop, and coach top tier talent for guest service and sales performance.
- Review all aspects of store sales and profit performance. Make business decisions to accomplish daily, weekly, monthly, quarterly, and yearly sales/service goals.
- Manage/implement all merchandising and visual standards and corporate/region/district initiatives.
- Manage all Loss Prevention aspects of store including shipment, inventory management/verification, supplies, secure product, and loss mitigation practices.
- Ensure excellent guest service to 300+ guests per day. Handle guest concerns and complaints to generate return guests.
- Schedule allocated store hours to ensure coverage needed to serve guests and accomplish sales goals as well as different store operations/tasks.
- Manage payroll daily to adjust to business needs/performance.

ASSOCIATED FOOD STORES—GRANGER MACEYS

West Valley City, UT

Assistant Bookkeeper

(November 2020 - Current)

- Daily balancing of safe, tills, and other finance data.
- Investigate and resolve any discrepancies in any tender data.
- Daily review and correction of entire store team members timecards (140+ Team Members).
- Bi-Weekly submission of entire store team members timecards for payroll payout.
- Provide exceptional guest service to all shoppers.
- Address guest concerns quickly and efficiently to ensure retained guest loyalty.
- Provide support, feedback, and coaching to team members to improve guest service and cash handling.

MOUNTAIN AMERICA CREDIT UNION

Sandy, UT

Assistant Branch Manager

(April 2018 - November 2019)

- Attracted, trained, developed, and coached team members to accomplish top member service and product and services sales goals.
- Ensured balancing of entire branch against cash movement each day and investigated and resolved any discrepancies or error.
- Provided top member service while offering additional products and service to help members achieve their financial dreams.
- Provided regular training to team members to ensure compliance with federal banking laws.
- Reviewed loans and transactions for errors and compliance with all federal banking laws.
- Provided loan origination, review, and approval including mortgage loan origination.
- Public Notary, Medallion, and NMLS certified.

District Leader

(November 2011 - April 2018)

- Oversaw multi-unit district of 11 locations across the entire state of Montana at 15M+ sales volume with over 130 associates.
- Attracted, trained, developed, and coached top talent through an uplifting and results-driven work environment.
- Influenced and involved in talent development and individual/overall business results over multiple field teams.
- Responded favorably and quickly to business opportunities identified through sales reports, profit and loss statements, turnover reports and exit interview data, store visit reports, audits, compliance reporting, and customer service data.
- Personally modeled and adhered to company policies and standards.
- Ensured all district team members and locations followed all policies, standards, and guidelines.
- Communicated and cooperated with regional leadership, field partners, peers, and team members effectively and from a distance.

Professional Involvement

- Assisted in founding of Alliance Employee Resource Group (ERG) for LGBT+ deployed corporate wide.
- Involved in yearly activities to support and grow awareness of Alliance employee resource groups and LGBT+ community.
- Chosen to help create content for peer training sessions such as sourcing candidates and recruiting as a multi-unit leader through technology and social media.
- Involved in the LGBT Resource Center at the University of Utah.
- Built member application management Excel system used by entire outbound department.

Honors and Award

Godfather Award

- Given to the MVP of GameStop for top performance and contribution to fellow leaders as a mentor and general servant leadership.

Top Performance Awards

- At Mountain America for top customer service ratings based on individual surveys
- At GameStop in following categories; Customer service ratings scores, overall sales and profit, and different effort categories.

Education

COLLEGE: UNIVERSITY OF UTAH; *Salt Lake City, UT*; General Education, No Degree; Pride of Utah Marching Band**CERTIFICATE PROGRAM: UNIVERSITY OF UTAH;** *Online Course*; Currently Enrolled; Full Stack Web Development**References**

Michelle Blanken

ARO Bookkeeper Operational Specialist –
Associated Foods
(801) 978-8926
mrblanken@afstores.com

Jammie Hensley

Front End Manager – Granger Maceys
(801) 819-8500
Jammie.hensley@afstores.com

James Pratt

Store Manager – GameStop
(208) 406-6158
gccheeto@yahoo.com

Bryson Call

Store Director – Granger Maceys
(801) 628-3100
Bryson.call@afstores.com

Josh Lacey

Store Manager – Safelight Auto
(865) 936-8619
joshuarlacey@gmail.com

Jasen Poppleton

Deposit Operation – Mountain America
Credit Union
(801) 319-6376
jpoppleton@macu.com

Resources

LINKEDIN: [HTTPS://WWW.LINKEDIN.COM/IN/COLBY-SCHROEDER-72017410A/](https://www.linkedin.com/in/colby-schroeder-72017410a/)**GITHUB:** SIRUBU

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