

# Colby Schroeder

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## WORK EXPERIENCE

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### GAMESTOP

*Salt Lake City, UT*

#### Store Leader

*(November 2019 – Current)*

- Provide best-in-class guest service: promptly greet and engage guests, respond to and handle guest concerns quickly, effectively, and courteously.
- Align guest needs with GameStop product and benefits, offered solutions while recommending additional items as appropriate.
- Support the total shopping environment, including visual and operational elements, and the guest relationships that lead to sales and repeat business.
- Recruit, hire, assess, develop, and retain people committed to outstanding guest service.
- Schedule store associates to achieve optimum guest service, and delegated store tasks/operations to ensure proper completion while guest service remained top priority.
- Train store associates on all aspects of their jobs, including all company/store policies, procedures, and guidelines.
- Provide timely and appropriate feedback to all store associates concerning performance, including daily coaching, conducting performance coaching discussions as appropriate, and writing and presenting annual performance reviews.
- Related competencies: Building a successful team, building guest loyalty, coaching, driving for results, work standards.

### MOUNTAIN AMERICA CREDIT UNION

*Sandy, UT*

#### Outbound Loan Officer/Branch Loan Officer

*(April 2019 – November 2019, April 2018 - January 2019)*

- Contact members with information regarding services and programs offered.
- Assist in creating and maintaining a sales service culture and achieving production sales goals.
- Solicit loan applications and inform members of current rates and lending services offered.
- Review, evaluate, and render decisions on loans within the lending guidelines.
- Open and close all types of accounts; accept applications for membership.
- Analyze leads to find opportunities to improve the financial situation of members.
- Accurately and efficiently process deposits, payments, withdrawals, cashier checks, etc.
- Prepare and disburse loans within lending limits and credit union guidelines.

#### Assistant Branch Manager

*(January 2019-April 2019)*

- Assist in training, coaching, and supervising of team.
- Demonstrate and promote role as a team member to maintain effective partnership with team and members.
- Assist with daily operations of branch and support for manager for loan exceptions.
- Oversee the bank teller team while also assisting other team members as need arises.
- Ensure teller transactions are processed correctly and in a timely manner, and balance individuals and branch daily.
- Exhibit outstanding member service skills and exemplify company values and philosophy.
- Evaluate team members in the biannually and annually performance evaluations.
- Assist branch manager in developing methods to track and measure team productivity, accuracy, sales, and service.

### GAMESTOP

*Helena, MT*

#### District Leader

*(October 2016-April 2018)*

- Oversaw multi-unit, multi-million-dollar sales environment with over 100 associates.
- Attracted, motivated, retained, and developed 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.
- Monitored and responded favorably to business related tasks including but not limited to: hiring and termination of associates, development and training of associates, scheduling and staffing of locations, loss prevention, human resources, customer service, marketing, and inventory and shipment.
- Ensured locations in district modeled company image and visual expectations consistently.

### GAMESTOP

*Salt Lake City, UT*

#### Store Leader Mentor

*(June 2015–October 2016)*

- Modeled and upheld all expectations of the Store Leader role.
- Worked with assigned mentees for educational and developmental purposes. These include new to role and/or struggling Store Leaders and Assistant Store Leaders (ASL).
- One on one mentorship of 3-4 assigned mentees.
- Worked with district wide ASL team on development for in position growth and future potential.
- Planned, coordinated, and executed weekly conference calls with ASL team.
- Oversaw district in the absence of the District Leader including communication of company or regional priorities and coordination of weekly Store Leader conference call.

#### **Store Leader**

*(November 2011–October 2016)*

- Provided best-in-class guest service: promptly greet and engage guests, respond to and handle guest concerns quickly, effectively and courteously.
- Aligned guest needs with GameStop product and benefits, offered solutions while recommending additional items as appropriate.
- Supported the total shopping environment, including visual and operational elements, and the guest relationships that lead to sales and repeat business.
- Recruited, hired, assessed, developed, and retained people committed to outstanding guest service.
- Scheduled store associates to achieve optimum guest service, and delegated store tasks/operations to ensure proper completion while guest service remained top priority.
- Trained store associates on all aspects of their jobs, including all company/store policies, procedures, and guidelines.
- Provided timely and appropriate feedback to all store associates concerning performance, including daily coaching, conducting performance coaching discussions as appropriate, and writing and presenting annual performance reviews.
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#### **Professional Involvement**

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- Assisted in founding of Alliance Employee Resource Group (ERG) for LGBT+ community within the GameStop corporation.
- 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.

#### **Honors and Award**

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##### 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.