Kirk A. Peterson

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646.633.3364

EDUCATION  
Bachelor of Fine Arts, Film & Television ٠ 2004  
Savannah College of Art and Design, Savannah, GA

PROFESSIONAL SKILLS

-Diplomatic Communication Style and Passion for Customer Care and Retention

-Excellent Written and Verbal Communication Skills

-Independent Priority Management and Composure in Stressful Situations

-Highly Developed Leadership Skills

-Strong Knowledge of Workplace Health and Safety Standards

-Expert Level Skill with Retail Inventory and POS Software

-Proficiency in CMS software including Weblinc

-Proficiency in Microsoft Office Software including Excel and Word

EXPERIENCE

**Strand Bookstore- Internet Sales & Customer Service**

**New York, NY**

**July 2009- May 2013**  
Processing and fulfillment of online orders placed through partner websites such as Amazon.com and ABE Books within two days of order date, Responding to and resolving customer inquiries within two days of receiving messages, Independently managing responsibilities and priorities with a high emphasis on customer turnover, Investigating order status in internal inventory system, problem solving and educating customers on shipping speeds and seller protocol, Interdepartmental training of managers and sales staff in internet sales processing and fulfillment, Maintaining sales history spreadsheet for inventory replenishment, Processing payments via paypal and internal online software systems, Website administration for category updates

**Starbucks Coffee- Assistant Store Manager**

**New York, NY**

**December 2007- July 2009**   
Managing staff of over 40 while mentoring with an emphasis on development within the company, Performing cash control procedures, Providing customer service and issue resolution, Acting as a liaison between upper management and store staff, Maintaining quality and health standards

**Portraits by Precious Moments- Photography Director**

**Fredericksburg, VA**

**February 2007 - August 2007**   
Digital imaging and processing of volume portrait photography, Managing and scheduling multiple photographers for weekly portrait events, Overseeing quality control and customer satisfaction, Cataloging and maintaining a cache of studio equipment

**Light Effects Photography- Marketing Consultant**

**Fredericksburg, VA**

**November 2006-February 2007**

Developing marketing strategies based on cross promotional concepts by creating and maintaining relationships with local business owners and the community, Implementing advertising campaigns, Developing print advertisements, Conceiving of special events for the purpose of increasing business

**The Picture People- Assistant Studio Manager/Photographer**

**Fredericksburg VA**

**September 2006 – February 2007**

Directing the studio’s conversion to digital photography, Training staff in new procedures and aiding in the development of new protocols, Managing staff and maintaining studio equipment. Performing cash handling procedures 

**The Parrot Domain- Assistant Store Manager**

**Fredericksburg, VA**

**February 2005- August 2006**

Overseeing care and feeding of exotic birds in retail pet store environment, Training new employees, Managing product inventory, Performing cash control procedures, Opening and closing the store, Providing maintenance and care outside of operational hours

**City of Savannah Department of Cultural Affairs- Assistant Instructor/ Contracted Artist**

**Savannah, GA**

**August 2004 - December 2004**

Streamlining curriculum for Video Production workshops for ages 5-13 years, Mentoring participants in video production techniques, Assisting in developing weekly projects to be executed by workshop participants, Video editing for weekly presentation, Costume design for cast of 80, Recruiting and managing a team of 10 volunteers, Videography and edition of documentary piece highlighting historic neighborhood  
     