

JAMES R. NELSON

CAREER OBJECTIVE

To utilize past and current experience to become a software developer

QUALIFICATIONS

Security / Human Resource

- 15 Plus years' experience with shoplifting and determent
- Trained in Open Eye software, data backup & recovery
- Great working relationship with in town store management & office staff
- Helped develop and train security personal with all aspects of job duties
- Experienced with threat prevention from outside internet sources
- Future growth plan including security policies update and camera systems upgrade

Technology / Computer Skills

- Literate in viPOS, Rims and RORC grocery systems
- Familiar with systems hardware and desktop PC construction
- Literate in MS Office –WORD, EXCEL, POWERPOINT, email, Internet, Windows
- KRONOS Trainer

Verbal Communications

- Skilled in interpretive listening for problem identification and conflict management
- Provide excellent customer service through customer conflict resolution and satisfaction
- Manage front end with emphasis on carry outs
- Steep learning curve for new tasks; familiarized with all supermarket departments within 6 months of hire

EMPLOYMENT

Rosauers Food & Drug Store

(2001-2019)

Spokane, WA

Assistant Store Manager

- Assume all store manager duties in absence of store manager
- Increase store profit thru expense, shrink, and order management
- Monitor P&L accuracy by reviewing purchase and distribution reports monthly
- Work with department heads to create and execute a sales growth plan in each department
- Ensure all customers have a positive shopping experience by setting clear standards of store operation, appearance, and customer expectations to all personnel
- Monitor new competitor changes in local market place
- Assist store manager with writing an accurate budget by reviewing past sales trends
- Turn every negative or potentially negative customer experience to a positive one

Produce Manager

- Write daily orders to ensure no out of stocks
- Visually inspect produce to make sure top quality is available to the consumer
- Assign and oversee employees in their job duties to ensure the department is 100%
- Build creative end displays to increase sales
- Research produce availability to increase selection for the customer
- Develop personal relationships with our customers so they feel "valued" with their shopping experience
- Follow Country of Origin Labeling (Cool), to stay in compliance with federal regulations

Grocery Manager

- Oversee grocery orders to limit out-of-stocks including dairy, frozen, dry and repack departments
- Planning, building and creatively displaying grocery ends to grow sales
- Ensure product stays in code date

- Oversee all grocery employees to promote a happy and productive workplace
- Plan and execute 13hr sales
- Communicate with vendors, focusing on sales growth and merchandising
- Ensure budgeted numbers are being met
- Maintain 100% mystery shop, “Every customer, every time”

Service Manager

- Oversee all functions of front end employees and managers
- Process payroll every week
- Schedule employees within wage cost
- Cover store in store managers absence
- Handle all customer relationships including donations, complaints and suggestions
- Take care of all store hiring

Floor Manager

- Oversee front end, other store departments
- Ensure employees are providing excellent customer service
- Accounting of daily sales
- Write courtesy clerk schedule
- Assisted in hiring
- New employee orientation
- Supervise service department: post office, event ticket sales, lottery, money orders, payroll and personal check cashing
- Ensure safety policies are followed by employees and customers
- Knowledgeable of all departments enabling float capacity throughout the store
- Maintain store security

Deli Clerk

- Provide excellent customer service while opening the deli
- Cooked food while insuring quality control
- Ensure product is full yet minimizing shrink

Dakotah Direct

(2000-2001)

Spokane, WA

Outbound Customer Service Representative, Editor

- Solicited new business through cold calling customers on variety of accounts
- Performed quality control checks of outbound calls for compliance and accuracy

EDUCATION

University of Oregon

Full Stack Development Course 2019-2020

Portland, OR

Spokane Community College

Networking & Web design program Sept 2000

Gonzaga Preparatory High School

June 2000

Spokane, WA

AWARDS

Employee of the month

(June 2006)

100% mystery shopper

(2002), 4X (2007)

Eagle Scout

(2000)

REFERENCES

Mr. Brad Stewart
Store Manager
830 E 29th Ave
Spokane, WA 99223
Phone: (509) 455-5122

Mr. Harry Wilson
Store Manager
2610 E 29th Ave
Spokane, WA 99223
Phone: (509) 535-3683

Mr. Jim Dailey
Store Manager
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Mrs. Terry Norton
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Mr. Tom Day
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