Christopher Depol

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QA Analyst II - Sales Manager – Territory Manager – Loss Prevention Manager - Customer Service – Logistics - Trainer - Mentor

Summary

* 10+ years experience in sales of tangible and non tangible goods and services
* Capable of collaborating and brainstorming with “C” level professionals and decision makers
* Conducted weekly conferences with the flooring sales specialists to support and ensure they were meeting their weekly/monthly sales budgets
* Held weekly loss prevention strategy meetings with Store Manager
* Maintain an expertise in OSHA standards and procedures
* Motivator and ensure all employees work at their peak level providing top notch expertise and sales technique
* Loss Prevention Specialist of the Quarter and Year
* Customer Service Award Recipient
* Computer skills include MS Office Suite, PerForce, SQL, XB Manager, PS4 Neighborhood, DevTrack, JIRA

Experience

Electronic Arts

Orlando, Florida

04/2017 - Present

QA Analyst II (Contractor) 04/2017 – 04/2018

Orlando, Florida

* Worked closely with the Producers and Developers on daily basis
* Live Content Testing on Multiple Environments
* Testing During Alpha Development
* Involved in process to find, track, regress issues / bugs
* Worked / Tested on Madden 17
* Currently Working on Madden 18 and NBA Live 18
* Helped develop new processes in reporting, workflow testing, and test plans for NBA Live 18
* Working knowledge on PerForce, SQL, JIRA, DevTrack

Lowes Home Improvement

Mooresville, North Carolina

05/2008 - Present

Department Manager 04/2016 – 04/2017

Sandlake Road Location, Orlando, Florida

* Reported to Store Assistant Manager and supervised / trained a team of 4 professionals
* Created weekly departmental employee schedules utilized Kronos scheduling software
* Conducted inventory cycle counts on a weekly basis to ensure inventory accuracy and

appropriate levels based on supply and demand

* Reviewed weekly department financial reports to assess top 5 and bottom 5 assortments in

sales, in order to implement Weekly Action Plans to improve sales

* Directly impacted department by increasing YTD Daily Sales from $2,800 to $4,800
* Conducted weekly conferences with the flooring sales specialists to support and ensure they

were meeting their weekly/monthly sales budgets

* Handled inventory counts on items that were listed as “non-stock”, to ensure they were priced

to sell before incurring 100% loss

* Coached associates to ensure their growth and promote productive behaviors
* Handled all customer complaints, for the Flooring Department to maintain loyalty and satisfaction
* Worked closely with the delivery team to ensure that the proper product was pulled for

customer deliveries

* Participated on inventory team for 8 years
* Collaborated with the outsourced company to ensure accurate yearly inventory counts
* Monitored and ensured coverage of sales floor as acting manager during senior staff meetings

**Loss Prevention Manager** 03/2012 — 4/2016

Deland, Florida

* Ensured the store went from a 1.05% to sales inventory loss to an .86% to sale
* Drove store employee awareness, which resulted in 100 Recovery Without Detention (RWD’s)
* Increased known theft prosecution from 1 in previous years to 11
* Reduced safety related claims from 16 in 2012 to 13 in 2013 saving the store $21K in

Return on Investment (ROI)

* Ensured the store scored in all 4 mandated safety categories to being 4 for 4 in all categories
* Achieved safety ranking of 31st out of 1800+ stores
* Developed and maintained strong relationships with the hourly employees as well as management
* Planned and implemented a series of monthly safety meetings in compliance with OSHA

safety standards and regulations

* Held weekly loss prevention strategy meetings with Store Manager

**Education**

**Associates of Science in Business Administration (Attended)**

Seminole State College of Florida

Lake Mary, Florida