Caleb Shaw

Lafayette, Indiana
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Proven leader with extensive experience in operations, customer service, and team management across retail and delivery environments. Adept at optimizing workflows, enhancing customer satisfaction, and mentoring staff to meet and exceed organizational goals. Known for strong problem-solving skills, attention to detail, and the ability to deliver results in fast-paced environments. Committed to continuous learning and process improvement. Currently pursuing a Bachelor's Degree in Software Engineering to further develop technical skills and leverage them in operational and technical roles.

Work Experience

Delivery Driver

09/2020 to Present
Doordash
Lafayette, Indiana

- Delivered food and merchandise efficiently, maintaining a high level of customer service and safety compliance.
- Managed delivery routes to ensure timely service and optimized fuel consumption.
- Communicated effectively with customers and restaurant staff to ensure order accuracy and satisfaction.

Assistant Store Manager

02/2019 to 08/2019
Collins Mobile
West Lafayette, Indiana

- Assisted in daily store operations including sales, inventory management, and customer service, contributing to a 10% increase in monthly sales revenue.
- Supervised, trained, and mentored a team of sales associates, helping them meet and exceed sales targets.
- Coordinated scheduling, cash management, and merchandising efforts to maintain a well-organized and profitable store environment.

Assistant Manager

10/2016 to 05/2018
MarketSource
Lafayette, IN

- Managed daily operations including sales, inventory, and customer support, driving consistent revenue growth.
- Led a team of sales associates, providing guidance and training to improve sales performance and customer satisfaction.

- Ensured adherence to company policies and procedures, maintaining high standards of service and professionalism.

Skills

Team Leadership & Training - 3 years

Customer Service   - 5 years

Operations Management & Logistics   - 2 years

Communication & Collaboration   - 5 years

Education

BloomTech Institute of Technology
Other
Software Engineering
Online
02/2023 to 05/2024

Western Governors University
Bachelor's
Software Engineering
Online
11/2024 to Present