

Robert Tarkenton

Experienced Manager

Avon Lake, OH 44012

robert.tarkenton@gmail.com

4405416544

Professional manager with a diverse background and extensive experience offers integrity, skill, and a great attitude. Excels at creating and maintaining an excellent customer experience, team- and relationship-building, inventory control, forecasting and planning, and getting positive results. Takes pride in a job well done, regardless of the job.

Authorized to work in the US for any employer

Work Experience

Store Manager

GNC- General Nutrition Centers - Westlake, OH
December 2017 to Present

Managing specialty retail locations, providing solutions to customers with a wide array of needs and goals. Acting as primary sales driver on the floor, while also controlling inventory, scheduling the staff, addressing instore marketing and promotions, and ensuring ongoing training. Responsible for recruiting, interviewing and hiring as needed. Consistently meets and exceeds standards for sales and profitability, as well as customer loyalty and satisfaction.

Workforce Manager

WSECU - Contact Center - Olympia, WA
May 2014 to June 2016

Oversaw staffing and scheduling for call center with 60+ staff. Responsible for collaborating with data analyst on forecasting, leadership team on policy development and implementation, and HR department on hiring and training. Direct communication with a diverse workforce regarding rotating schedules, vacation, and PTO in compliance with local, state, and federal laws and regulations.

Store Manager

Starbucks Coffee - San Diego, CA
October 2010 to April 2014

Oversaw all store activities, customer, community and vendor relations, staff scheduling and training, inventory control, and implementation of in-store marketing and promotions. Maintained low staff turnover, high customer satisfaction ratings, and double-digit year-to-year increases in sales.

General/Regional Manager

Capriotti's Sandwich Shops - Las Vegas, NV
2001 to 2010

Assistant Manager, 2001 - 2003

-Store Manager, 2003 - 2004

-General Manager, 2004 - 2010

Oversaw operations of 4 locations, including staffing and scheduling, inventory control, customer/vendor/community relations, P&L. Developed and implemented up-to-date procedures for loss prevention, workforce planning, and forecasting.

Owner/Operator

Prole Creative - Las Vegas, NV

1998 to 2010

Freelance graphic/web designer.

IT Department/ Help Desk/ Web Design

First National Bank of Marin - Las Vegas, NV

1998 to 2000

Responsible for building out and implementing proprietary knowledge base for use in ticketing and troubleshooting. Assisted employees with tech issues over the phone and in person, as required. Built, rebuilt, installed and repaired hardware and peripherals. Installed and modified OS and software, and educated staff on use. Developed and maintained front end/customer facing website (html, css, JavaScript/Flash) in coordination with backend/db developers. Developed and maintained UI for company intranet.

Education

Wyoming Valley West High School - Plymouth, PA

1993

Skills

Microsoft Office (10+ years), Strategic Planning (10+ years), Budgeting (10+ years), Customer Service (10+ years), Employee Relations (10+ years), Forecasting (10+ years), Data Analysis (10+ years), Hiring (10+ years), Inventory Management (10+ years), Leadership Development (10+ years), Management (10+ years), Relationship Management (10+ years), Team Building (10+ years), Training (10+ years), Workforce Analysis/Management (10+ years), Graphic Design (10+ years), Web Design (10+ years), Leadership (10+ years), Retail Management, Key Holder

Military Service

Branch: US Army

Service Country: United States

Rank: Corporal/ E-4

June 1993 to June 1997

Infantry/Mortars

Certifications/Licenses

Workforce Management

October 2015 to Present

Certified Workforce Manager (Call Center), through Injixo

Additional Information

My years of experience as a leader in a variety of environments allows me to quickly and easily bring the following qualities to any position:

Integrity and accountability

Communication (clear, professional, compassionate)

Adaptability.

A positive and welcoming environment for customers and coworkers alike.