

Walter Lee Reid  
7C Carleton Road  
Storrs Mansfield, CT 06268  
Phone: (860) 617-2710  
E-Mail: wltreid@yahoo.com

## EDUCATION

---

**ALBANY STATE UNIVERSITY**, Albany, GA  
3 years of coursework completed towards B.Sc. Health & Physical Education

**EASTSIDE HIGH SCHOOL**, Covington, GA  
High School Diploma, May 1998

**UPWARD BOUND PROGRAM**, Tallahassee, FL  
Took College Preparatory Math & Science courses, May 1996- August 1996

## TRAINING

---

Sales	Balance Collection	Product Respect
Driver Safety	Loss Prevention	Inventory Management
Profits & Loss	Account Management	Safety Regulation Compliance

## COMPUTER PROFICIENCIES

---

- Microsoft Office: Word, PowerPoint, Excel
- Hi-Touch Account Software expertise

## MANAGEMENT EXPERIENCE

---

<b>Store Manager</b> Rent-A-Center, Meriden, CT	August 2011 to May 2012
--	-------------------------

- Oversaw day to day operations of the store
- Generated profit and loss statements monthly
- Organize store Decor to increase sales
- Increased monthly revenue
- Fielded questions and issues from customers

**Assistant Manager**  
Rent-A-Center, Willimantic, CT

January 2009 to August 2011

- Prepared merchandise for display
- Greeted customers and discussed quality and quantity of merchandise sought for rental
- Advised customers on use and care of merchandise
- Effectively executed sales from start to close

#### ADDITIONAL WORK EXPERIENCE

---

**Customer Account Representative**  
Rent-A-Center, Putnam, CT

July 2008 to December 2008

- Delivered and setup products to customer homes
- Serviced and refurbished customer's products
- Used collection program to ensure timely customer payments

**411/Information & Directory Assistance Operator**  
American Telephone & Telegraph (AT&T) Albany, GA

February 2007 to March 2008

- Performed clerical duties such as typing, proofreading and sorting mail
- Operated telephone switch boards and systems to advance and complete connections
- Offered special assistance to persons unable to dial or persons in emergency situations

**Sales Associate**  
Toys-R-Us Albany, GA

June 2006 to February 2007

- Loaded and unloaded inventory from trucks to store shelves
- Cashier

**Dial-Up Internet Support Staff**  
Call-Tech Communication Albany, GA

May 2004 to August 2005

- Assisted customers in installing dial-up internet access to their personal computers
- Intercepted in-bound calls related to billing, new products and services and technical difficulties

**Sales Associate**  
Video Warehouse Albany, GA

March 2001 to March 2004

- Stocked/unstocked shelves with new and previously rented merchandise
- Cashier
- Setup new customer accounts