

DREW PEPIN

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<https://drewpepin1995.github.io/newPortfolio/>

PROFESSIONAL SUMMARY

Focused on expanding knowledge and abilities in website design, programming and quality assurance. Seeking a position of increased responsibility with a growing team. My goal is to become a Full Stack Web developer and continue to build a strong skill set in programming.

SKILLS

- Web development
- Programming
- JavaScript programming
- CSS
- HTML5
- Node.js
- Mastery of customer service
- Retail transactions processing
- Cash register operation
- Organization
- Upselling techniques
- POS software expert
- Strong work ethic
- People-oriented
- Natural leader

EDUCATION

Spaulding High School
Rochester, NH • 06/2013

High School Diploma

Great Bay Community College
Portsmouth, NH

Some College (No Degree): Business Management

University of New Hampshire
Durham, NH

Some College (No Degree): Journalism

WORK HISTORY

Pure Hockey - Assistant Manager
Dover, New Hampshire • 04/2014 - Current

- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service
- Kept work areas clean, organized and safe to promote efficiency and team safety

Shaws - Grocery Clerk
Dover, NH • 04/2013 - 09/2013

- Readied items for sales floor stocking by affixing tags and preparing pallets
- Blocked produce in attractive manner
- Retrieved items for customers and verified prices
- Inspected floor displays, noted missing items and immediately replenished merchandise
- Maintained safe, neat and clean working environment at all times
- Presented, rotated and date-checked products to maintain company freshness standards
- Provided excellent customer service by offering assistance with locating or retrieving requested merchandise

Rochester Country Club - Golf Cart Attendant
Rochester, NH • 05/2012 - 10/2012

- Assisted customers in entering and exiting rides, providing balance

support and general directions

- Oversaw refreshments counter, selling food items to customers and maintaining sufficient stock of products and supplies to meet expected needs
- Delivered information to visitors, including details of interest about facility, rules, policies and promotional events
- Promoted safety of visitors and mitigated liability risks by monitoring recreation areas, enforcing rules and safety policies
- Maximized customer service and satisfaction by providing directions to visitors regarding requested locations, events and landmarks
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately