DAVID KRUSEMARK

1714 OAK CLIFF PLACE, COLUMBIA, MO 65203

C: (573) 823-4380 | david@extratone.com

PROFESSIONAL SUMMARY

An invaluable retail virtuoso with experience-honed competence and a supreme commitment to professional integrity.

SKILLS

Extraordinarily adept at on-the-go problem solving under high-stress.

Accurate, swift, consistently-competent cashiering. Excellent at maintaining a professional and policy-aware dialogue in customer service.

An uncappy and unwayering understanding of

An uncanny and unwavering understanding of what constitutes professional conduct in the work environment.

Experienced in marketing - active & passive - at every level.

Unusually intuitive in customer interactions. A confident grasp of professional authority in multiple tiers.

A practiced and refined sense of urgency.

WORK HISTORY

HARBOR FREIGHT TOOLS

Sales Associate | 601 Business Loop 70 W #276, Columbia, MO 65203 | May 2012 - March 2013

- Welcomed customers into the store and helped them locate items.
- Operated a cash register for cash, check and credit card transactions.
- Stocked and replenished merchandise according to store merchandising layouts.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Cleaned and organized the store, including the checkout desk and displays.
- Alerted customers to upcoming sales events and promotions.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Mentored other team members in optimal sales and customer service practices to help improve the store's efficiency.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

HY-VEE, INC.

Convenience Store Clerk | 501 E Nifong Blvd, Columbia, MO 65201 | August 2013 - June 2016

• Operated a cash register for cash, check and credit card transactions.

- Cleaned and organized the store, including the beverage and cookery facilities.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Regularly assumed managerial duties by seniority, including authoritative crises aversion, delegation and mentorship.
- Educated customers about the brand to incite excitement about the company's mission and values.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Mentored new sales associates to contribute to the store's positive culture.
- Worked with the management team to implement the proper division of responsibilities.
- Answered customer telephone calls promptly and in an appropriate manner.

EDUCATION

HIGH SCHOOL DIPLOMA David H. Hickman High

1104 N Providence Rd, Columbia, MO 65203 | 2012