

COLLIN GATES

PROFESSIONAL SUMMARY

Proactive, results-driven professional with over three years of diverse experience in retail, sales, and as an independent contractor for Door Dash. This includes a successful tenure as Assistant Manager at Dunkin Donuts, a position I earned at just 18. Currently, as a college junior, I skillfully balance academic commitments with part-time roles as a Door Dash driver and a digital order fulfillment specialist at Walmart. I consistently set ambitious goals for myself while demonstrating a strong commitment to efficiency, leadership, and continuous learning across all teams I am a part of. My proven ability to effectively manage multiple responsibilities while maintaining high service standards makes me a valuable asset to any team.

SKILLS

- **Leadership and Team Management:** Experience as Assistant Manager, scheduling, delegation of tasks, and development of customer service strategies.
- **Communication:** Proven ability to build professional relationships and resolve customer complaints, along with strong written and verbal communication skills.
- **Customer Service:** Track record of high customer satisfaction ratings and repeat business through responsive and friendly service.
- **Sales Acumen:** Insurance sales agent experience with lead generation, client acquisition, and providing comprehensive product knowledge.
- **Financial Management:** Experience in compiling financial data, inventory counts, cashiering, and preparing tax documents.
- **Operational Efficiency:** Established delivery efficiencies, consistently met quality goals and deadlines, and effectively managed time.
- **Networking and Community Building:** Demonstrated through cold calling, direct referrals, and creating a social media group for local delivery drivers.
- **Digital Order Fulfillment:** Efficient handling of online orders while exceeding all employee metrics for timely fulfillment and customer satisfaction at Walmart.
- **Self-Directed Service Delivery:** Demonstrated initiative and customer service skills in a delivery role with Door Dash.

WORK HISTORY

DIGITAL SHOPPER 05/2023 to Current Walmart, Victor, NY

- Achieved high customer satisfaction ratings through quick order completion and careful selection of items for customers.
- Fostered professional relationships with customers, which led to repeat business and bolstered trust.
- Demonstrated consistency in meeting deadlines and quality benchmarks for accuracy and timeliness.
- Engaged productively with customers to fulfill order requirements and exceed corporate service expectations.

DRIVER 03/2019 to Current Door Dash, Independent Contractor, Victor NY

- Implemented delivery efficiencies that minimized delays and maximized profits.
- Accurately track all deliveries, mileage, and income for tax preparation purposes.
- Effectively resolved customer complaints regarding product, price, and quality.
- Delivered exceptional customer service, resulting in top ratings across all categories.
- Founded a social media group to aid local drivers in maximizing earnings and fostering a community spirit.

LANDSCAPER 05/2022 to 08/2022

Twin Oaks, Macedon, NY

- Maintained grounds by trimming, weeding, and general clean-up.
- Performed planting, watering, mulching, and edging of lawns.
- Removed weeds, hazards, and debris from common pathways to improve usability.
- Trimmed greenery, shrubs, and hedges to maintain a uniform appearance.

INSURANCE SALES AGENT 05/2021 to 09/2021

Bankers Life, Victor NY

- Generated customized quotes and proposals to cater to individual client needs.
- Cultivated client relationships to better understand and meet their insurance needs while establishing trust and rapport.
- Responded promptly to interested clients, effectively closing sales.
- Provided extensive product knowledge and guidance, aiding clients in making informed product selections.
- Actively sought out new clients and expanded client relationships through networking, direct referrals, lead databases, and proactive cold calling.

ASSISTANT MANAGER 02/2018 to 05/2021

Dunkin' Donuts

- Fostered a loyal and highly satisfied customer base through proactive management of team and customer service strategies.
- Generated repeat business by providing exceptional customer service and addressing customer concerns with friendly, knowledgeable responses.
- Established and enforced policies aimed at enhancing team productivity and reinforcing operational efficiency.
- Ensured inventory counts remained within monthly tolerance levels and compiled financial data to adhere to budget constraints.
- Assisted in planning schedules and delegating assignments to meet service demands and ensure comprehensive coverage.

EDUCATION

Geneseo, Geneseo, NY

Bachelor Of Business Administration, Business, Anticipated Graduation Fall 2024

- Dean's List Spring 2023
- Overall, 3.53 GPA

Finger Lakes Community College, Online

Associates of Science, Business, 09/2022

- Dean's List Fall 2021 & Spring 2022
- Overall, 3.24 GPA