GM

GREGORY MONTAGUE

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Summary

Well-trained Frozen Supervisor and Courtesy Clerk bringing experience in running registers, organizing stock and assisting customers with knowledgeable support. Efficiently retrieve and move product to complete customer sales. Dedicated to giving every guest exceptional service. An ambitious student pursuing a Web Development degree eager to contribute developed knowledge in IT role. Skilled in coding and design in. Adaptable and driven with astrong work ethic and ability to thrive in team-based or individually motivated settings.

Skills

- Customer assistance
- Bagging proficiency
- Loss prevention
- Merchandise stocking
- Customer service

- Customer relations
- Employee coaching
- Conflict resolution
- Project management abilities
- Technologically savvy

Experience

Albertsons | Vancouver, Washington
Frozen Supervisor
12/2019 - Current

- Devised, implemented and managed promotions to enhance store profits and drive customer engagement.
- Collaborated with all company departments to ensure cohesive branding and strategic product placement.
- Conducted department walkthroughs to assess and remedy factors such as cleanliness, inadequate stock levels and poor merchandising.
- Responded to customer inquiries and delivered appropriate information after carefully researching issues.
- Taught staff how to handle difficult situations with calm and professionalism.
- Delegated tasks to specific employees based on individual knowledge and strengths.

Albertsons | Vancouver, Washington
Courtesy Clerk
12/2017 - Current

- Answered questions and informed customers of current sales and promotions.
- Assisted customers with price checks, heavy items and finding products.
- Worked closely with front-end staff to assist customers.
- Consulted with customers to determine the best methods to resolve service and billing issues.

Education and Training

Clark College | Vancouver, WA
Web Development (AAT)
Expected in 06/2021

Course Work:

PTCS 110 PROFESSIONAL TECHNICAL COMPUTATIONAL SKILLS
CTEC 122 HTML FUNDAMENTALS
CTEC 165 BUSINESS WEB PRACTICES
COLL 101 COLLEGE ESSENTIALS: INTRODUCTION TO CLARK
CTEC 160 WORDPRESS
PTWR 135 INTRODUCTION TO APPLIED TECHNICAL WRITING
or ENGL&101 ENGLISH COMPOSITION I
CTEC 112 PROGRAMMING ESSENTIALS
or CTEC 121 INTRO TO PROGRAMMING & PROBLEM SOLVING
CTEC 270 WEB AND INTERFACE DESIGN I
CTEC 117 USER EXPERIENCE DESIGN
DMA 101 PHOTOSHOP RASTER GRAPHICS
CTEC 271 WEB AND INTERFACE DESIGN II
CTEC 126 JAVASCRIPT
CTEC 166 WEB CONTENT AND SOCIAL MEDIA
CTEC 127 PHP WITH SQL I
CTEC 134 MICROSOFT DATABASE ADMIN
CTEC 145 WEB SERVER TECHNOLOGY
DMA 201 VIDEO AND SOUND PRODUCTION I
Term Six
CTEC 227 PHP WITH SQL II
CTEC 265 APPLIED WEB DEVELOPMENT
or CTEC 135 MICROSOFT SOFTWARE DEVELOPMENT WITH C#
CTEC 293 WEB SKILLS PORTFOLIO
HDEV 200 PROFESSIONAL DEVELOPMENT