

Nathan Thompson

Assistant Manager - Footlocker Inc

Lansdale, PA - Email me on Indeed: [indeed.com/r/Nathan-Thompson/35f23404d280aa8a](https://www.indeed.com/r/Nathan-Thompson/35f23404d280aa8a)

I am currently an Assistant Manager in Customer Service, looking to elevate my current work ability and apply it to a new position. I am a very hardworking reliable individual with the strong ability to multitask and work independently. I demonstrate the ability to provide exceptional support and service for a broad-range of staff as well as clients. I believe that with all of the knowledge and work ethics I possess, I will be a great asset to have on your team.

Authorized to work in the US for any employer

WORK EXPERIENCE

Assistant Manager

Footlocker Inc - Plymouth Meeting, PA - November 2013 to Present

Assistant Store Manager - Communication or cooperation between customers, training and order processing. Processing credits / refunds when needed. Schedule and Manage employees. Perform daily task such as, inventory, Putting stock away and sending emails. Building customer loyalty by placing follow up calls for customers who are reporting issues. Direct supervision of workflow. Assigning duties to fellow employees.

Part time sales representative - Providing accurate and appropriate information in response to customer inquiries. Addressing customer service inquiries in a timely and accurate fashion. Cashiering

Cook

Wellington - West Chester, PA - September 2008 to November 2014

Cook- Clean food preparation areas, cooking surfaces, and utensils. Cook and package batches of food. Cook the exact number of items ordered by each customer, working on several different orders simultaneously.

Server- Prepares the tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks. Staying updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items. Handle the table bookings, direct customers to their tables, presenting menus, suggesting dishes, assisting in drink selection, informing customers about food preparation details, communicating specific customer needs to the cooks. Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses

Dishwasher- clean pans, pots, dishes, and other elements used in a kitchen or restaurant. They need to operate the dishwashing machine or wash dishes by hand, and maintain the entire kitchen clean. These workers scrape, sort, and stack dirty dishes, load them into the dishwashing machine. Once the cleaning operation is complete, and unload the dishes and put them in their places to be reused again.

Transferring equipment from storage areas to work stations.

Cleaning the floor and walls.

EDUCATION

Fair Hill Community High School - Philadelphia, PA

September 2005 to June 2007

SKILLS

Management (2 years), Cook (5 years)