

TANNER HEIMSCH

519 N Dewey St, Eau Claire, WI
54703

h3imscht@outlook.com

(262) 337-1205

PROFESSIONAL SUMMARY

Adaptable, open-minded, analytical person who loves to take on new projects. Details are everything to me and being thorough and professional are some of my biggest strides. Customer interaction is something I am highly versatile in. I go out of my way to make sure they are getting the most out of their experience and are treated the right way. Management and getting to be hands-on with projects are things I look forward to, and striving towards the next goal is my biggest forte.

EMPLOYMENT HISTORY

Aug. 2017 – Present
Eau Claire, WI

Driver Manager, Toppers Pizza

Managing delivery drivers for a pizza company that prides itself on the hustle and bustle of being in high demand! Training drivers on proper protocol in-store as well as on the road to be as efficient and street safe as possible:

- Teaching Drivers proper Customer interactions either at the door or on the phone.
- Managing Driver shifts for the week, this includes scheduling and looking at sales numbers from the previous quarter to assure adequate staffing for that day.
- Counting Drivers out at the end of their shift and making sure their work duties are completed before clocking out.

Jun. 2019 – Feb. 2020

Independent Contractor, EPropertyCare

This was an incredible way to get hands on with the "smart" security equipment that help secure and monitor homes. As a I/C for EPropertyCare I got a closer look at all of the innovative ways technology can help with keeping homes more connected and secure:

- Travel to customers' premises to install, maintain, or repair security equipment such as security cameras, smart thermostats, or water sensors.
- Splice cables, using hand tools, epoxy, or mechanical equipment.
- Set up service for customers, installing, connecting, testing, or adjusting equipment.

Sep. 2016 – Aug. 2017

Assistant Manager, Family Video

Eau Claire, WI

The Assistant Manager position at a rental store was such a great experience. Getting to order and street new blockbusters for 2 stores every week was something to look forward to and was a fantastic way for me to express my love of film:

- Managing employees and training them in order to be able to keep up with a heavy rush during our busier hours
- Ordering new stock for the stores, be it promotional items for New Releases, game equipment, or snack/soda items.
- Assessing rental numbers for the period in order to know what to expect in terms of customer feedback/rental habits for the next week.

May. 2013 – Aug. 2016
Saukville, WI

● **Sales Associate, Marcus Theatres**

Being a Sales Associate at a premiere movie theatre in my area has prepared me to handle some of the busiest crowds in any retail environment. Movie Releases draw in hundreds of people per showtime, especially on Release days. Being able to multi-task, problem solve and keep customer interaction at an all time high were just some of the things I learned at this location:

- Sell concessions to customers in an efficient manor, i.e. juggling multiple large items and getting to the next customer as soon as possible.
- Assuring accuracy with ticket prices, making sure promotions were applied when applicable. Tons of discounts through a rewards program had to be applied manually to most every transaction.
- Multi-task on busier nights, swapping roles halfway throughout our shifts in order to make sure the herds of customers we served got the service they deserved. There was very little downtime.

SKILLS

Expert	●	Knowledge of Technology
Experienced	●	Decision Making
Experienced	●	Problem Solving
Expert	●	Customer Service
Beginner	●	Project Management
Experienced	●	Multi-Tasking

EDUCATION

Jun. 2015 ● **High School Diploma**

- Grafton High School - Grafton, WI