

# Michael Sunderland

[Msunderland23@Gmail.com](mailto:Msunderland23@Gmail.com)

---

## PROFESSIONAL ACCOMPLISHMENTS

### Computer Programming

- Good attention to detail and ensuring to document the process.
- I am an innovative thinker and keep current with the latest updates to technology.
- I am an excellent problem solver and break down issues to smaller increments.
- I have the ability to use logic and other methods to solve problems.
- I can remain calm and focused in the midst of a challenge.
- I am a good communicator and I am working to more effectively relay information in this new field of study.

### Management

- Manage staff, preparing work schedules and assigning specific duties.
- Determine staffing requirements, interview, hire, and train new employees, oversee personnel processes.
- Complex problem solving abilities to identify and implement solutions.
- Supervise staff in accordance with company policies and procedures.
- Establish employee goals and conduct employee performance reviews.
- Effectively communicate with supervisors, Managers, and Vice Presidents on unit operations.
- Plan, direct, coordinate operations of the unit.
- Control shrink by implementing programs, investigating and creating accountability.
- Pushed unit into exceeded prior sales goals

### Customer Service

- 19+ years of customer service experience.
- Maintained high customer satisfaction ratings throughout career.
- Promptly and professionally resolved customer issues.
- Represented numerous brands city wide at events.
- Created rapport with customers creating returning business.

### Communication

- Received extensive mediation training on how to defuse argumentative situations
- Proven ability to operate MS Word, Excel, and Outlook
- Excellent listening and oral communication skills
- Ability to convey thoughts and opinions openly, clearly
- Convey strategic direction to staff, delegate, develop and hold accountable.
- Direct associates to goals, tasks, and priorities for the unit.

---

## **Work History**

<b>Bestbuy</b> , Columbus, Ohio Asset Protection and Warehouse	07/2014 - 05/2019
<b>Live OPs</b> , Columbus, Ohio Independent Contractor	06/2014 - 05/2019
<b>Turkey Hill Minit Markets</b> , Columbus, Ohio General Manager	01/2010 - 05/2014
<b>B.E.C. Foods</b> , Gahanna, OH General Manager	09/2008 - 01/2010
<b>Raising Canes</b> , Columbus, OH General Manager Trainee	01/2008 - 08/2008
<b>Kentucky Fried Chicken</b> , Columbus, OH General Manager	03/1995 - 01/2008

---

## **EDUCATION**

<b>TrueCoders</b> , Hoover, Alabama	08/2020 - Present
<b>GED</b> , Middletown City Schools, Middletown, OH	03/1997 - 08/1997