

**THOMAS SAMPSON
9201 E. ARAPAHOE
RD. GREENWOOD VILLAGE,
CO, 80112
720-590-2868
SAMPSONITE30@YAHOO.COM**

Summary of Qualifications

- Analytical and detail-oriented, able to identify and implement process improvements that increase accuracy, consistency, and efficiency.
- Strong interpersonal, communication, and presentation skills.
- Skilled in working effectively with diverse groups at all organization levels to achieve common objectives.
- Adept at budgeting, forecasting, supplier negotiations and basic cost accounting.
- Experienced leader with the skills to manage an organization's day-to-day operations, financial structure and on-going corporate strategy.

Education

Fort Lewis College: Bachelor of Arts, Education, 2006

- Dean's honor roll
- Students for social awareness
- Unity fair coordinator

Experience

Ace Hardware

Sales Associate/ 09/01/17-present

- Provide excellent customer service to customers by asking questions to specifically meet their needs by recommending a variety of products.
- Help and guide customers through a variety of complex home projects and offer helpful solutions in order to accomplish those projects in a timely matter.
- Constantly stock and maintain product inventory on a daily basis throughout store.
- Maintain new and existing customer relationships by providing outstanding customer service.

Discount Lawn Care

Operations Manager/ 04/14- 09/17

- Demonstrate ability to manage multiple projects, employees, and customer relationships.
- Maintain existing and new customer relationships by providing outstanding customer service demonstrating awareness of customer needs and wants of a specific project they have in mind.
- Maintaining and managing over 12 employees delegating specific tasks to certain employees in order to maintain deadlines and milestones of customer projects.

Wells Fargo Bank

Personal Banker/Lending Specialist 03/13-04/14

- Proactively source, acquire, and expand customer relationships by maximizing sales opportunities and ensuring customer retention.

- Probe within customer database for needs and opportunities to cross-sell services, financial vehicles and to other business segments.
- Process and close DDA credit applications, home equities, secured and unsecured personal loans in a timely fashion.
- Execute integrated sales, relationships, and credit strategies that are aligned with the bank business plan to achieve desired revenue and service hurdles.