

Sean Stephens

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WORK EXPERIENCE

Crew Carwash

Indianapolis, IN

Operations Manager

Jan 2018 – Present

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Inventory stock and reorder when inventory drops to a specified level.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Enforce safety, health, and security rules.
- Plan budgets and authorize payments and merchandise returns.
- Plan and prepare work schedules and keep records of employees' work schedules and time cards.
- Inspect parts, equipment, or vehicles for cleanliness, damage, and compliance with standards or regulations.
- Maintain and repair wash equipment.

Elite Management Services

Indianapolis, IN

Director of Training and Development

Jun 2008 – Jan 2018

- Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Conduct orientation sessions and arrange on-the-job training for new hires.
- Train instructors and supervisors in techniques and skills for training and dealing with employees.
- Develop testing and evaluation procedures.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Identify staff vacancies and recruit, interview and select applicants.
- Prepare and follow budgets for personnel operations.
- Contract with vendors to provide employee services, such as food service, transportation, or relocation service.

Southern Heights Preschool

Anderson, IN

Preschool Teacher

Jul 2005 – Apr 2008

- Organize and lead activities designed to promote physical, mental and social development, such as games, arts and crafts, music, storytelling, and field trips.
- Prepare materials and classrooms for class activities.
- Meet with parents and guardians to discuss their children's progress and needs, determine their priorities for their children, and suggest ways that they can promote learning and development.
- Prepare reports on students and activities as required by administration.

EDUCATION

PENDLETON HEIGHTS HIGH SCHOOL

Pendleton, IN

High School Diploma (Jun 2006)

ADDITIONAL SKILLS

- CPR Certified
- Leadership, Coaching, Teambuilding (Skillpath)
- New Supervisor Training (Skillpath)

REFERENCES

References available upon request