

9415 West Main #4
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Steven Darnell

Experience

Barnes & Noble

October 2010 – Present

Merchandise Manager

Fairview Heights, IL

- Supervising staff of 40 employees in achieving customer service excellence, successfully executing in-store events to drive sales, merchandising high volume location to exceed company expectations, effectively directing daily operations, including monitoring staffing levels, cash reconciliations and deposits, and inventory processes

Barnes & Noble

October 2009 – September 2010

Head Cashier

New York, NY

- Supervised cashier staff to provide superior service to diverse clientele while achieving sales goals, supported management in daily operations, including deposit paperwork and cash reconciliations

Barnes & Noble

October 2007 – September 2009

Sales Representative

Fairview Heights, IL

- Provided exceptional customer service, drove sales through successful maintaining of inventory levels, and effectively oversaw Bargain department operations

Metro-Tix

October 2005 – February 2007

Ticketing Agent & Supervisor

St. Louis, MO

- Efficiently assisted customers through multiple channels, including responding to customer e-mails, processing mail, and phone orders while supervising staff to achieve customer service excellence

STARNET Region IV

June 1998 – August 2007

Personal Assistant

Belleville, IL

- General office duties including answering client telephone inquiries, successfully orchestrating large-scale mailings, and organizing workshop registration for the department heads of the Teacher Certification and the Illinois Early Intervention Training Program

Education

Photography

August 2002 – December 2005

Bachelor of Fine Arts Degree

University of MO

St. Louis, MO

- Graduated Magna Cum Laude