

TB

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Travis Brooks

Resourceful and results-driven professional with extensive experience in operations management, team leadership, and customer service across top-tier retail and service organizations. Currently transitioning into the IT and Software Development field, leveraging strong analytical skills, and process improvement expertise. Recognized for problem-solving under pressure, leading cross-functional teams, and learning new technologies quickly. Seeking to apply a business-minded, user-focused approach to Software Development and IT support roles.

Experience

Sales Service Representative | Cintas | Stevens Point, WI

2024 – present

- Maintained and grew a route servicing 40+ customer accounts weekly by providing consistent, high-quality service and resolving client issues promptly.
- Increased route revenue by 15% through strategic upselling and introducing new product lines tailored to customer needs.

Operations Manager | Kroger | Stevens Point, WI

2024 – 2024

- Oversaw daily store operations and implemented inventory control procedures, reducing shrink by 12% and improving stock accuracy.
- Led and developed a team of 30+ associates, increasing departmental productivity and exceeding customer satisfaction targets for 6 consecutive quarters.

Store Manager | Ross Stores | Marshfield, WI

2023 – 2024

- Directed all store operations, consistently achieving or exceeding monthly sales goals by optimizing merchandising, staffing, and customer experience.
- Reduced shrink by 18% year-over-year through rigorous loss prevention training, audits, and compliance enforcement.

Store Lead | Walmart | Wisconsin Rapids, WI

2019 – 2023

- Supervised over 400 associates to ensure seamless operations, delivering consistent top-tier customer service and resolving escalated issues promptly.
- Maintained department readiness by ensuring accurate stock levels, merchandising compliance, and adherence to safety and operational protocols.

Education

Mid-State Technical College | Wisconsin Rapids, WI

- March 2025 | IT Software Development | Associate's Degree
- Currently Enrolled

Necedah Area High School | Necedah, WI

- May 2010 | High School Diploma

Key Skills and Characteristics

- Leadership & Team Development
- Operational Excellence
- Customer Relationship Management & Service Focus