ROBERT SMITH

Lead Support Associate

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SUMMARY

Seeking an employment opportunity in an establishment that enables growth and provides room for promotional advancements.

CORE COMPETENCIES

Great Customer Service, Supervise Truck Team And Support Team, Cash Register, Cash Office, Computer.

PROFESSIONAL EXPERIENCE

Lead Support Associate

ABC Corporation - 2020 – 2020

Key Deliverables:

- Received truck, led a team to process and push merchandise to the sales floor, merchandising, reverse logistics, process defective merchandise, replenishment of merchandise, cashier, pricing and signing.
- Receieved high praise from the District Manager and District Loss Prevention Manager for my organization and method of handling defective merchandise and catalog returns.
- Asked to go to other stores and teach them the same methods.
- Eventually it was all turned into the universal method for all stores in our district.
- Learned the processes of my job on my own by doing a lot of reading and research.
- Received my position, there wasnt anyone at the store that was trained to teach me.
- Facilitated/co-facilitated monthly residential meetings to improve service quality.

Lead Support Associate

Delta Corporation - 2008 – 2011

Key Deliverables:

- Manage the receiving, sorting, and organization of the merchandise as well as returns.
- Review the restock reports so that the merchandise is ready to go out to the sales floor.
- Responsible for reverse logistics and recycled materials that need to go back out to the vendors or our store support centers.
- Work at a group home taking care of individuals with developmental disibilities.
- Customer Service, Handling of cash, check, and credit transactions, Key holder, Responsible for opening procedures, Supervises all day to day .
- Pricing and signing, assist customers, lead and assist team with signing and other tasks, and restock.
- Moved up from a temporary sales associate to leader of the replinishment team.

EDUCATION

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