

# ROBERT SMITH

## Lumber Associate III

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To secure a position in the organization that offer challenges and opportunity for career development and at the same time serve the organization to the best of capabilities. Like to gain new skills while utilizing current area of expertise of procurement and employee satisfaction services with-in a positive team environment.

## EXPERIENCE

### Lumber Associate III

#### ABC Corporation - JUNE 2007 - AUGUST 2010

- Provided fast friendly service by actively seeking out customers to assess their needs and provide assistance.
- Asked open ended questions about customer projects in order to determine their needs and level of expertise.
- Explained the steps needed to complete projects and the products needed.
- Promoted services offered at the Special Services Desk, Tool Rental, and Pro Desk.
- Resolved customer complaints or involve the appropriate manager to ensure customer satisfaction.
- Operated the forklift, to get big quantities of plywood to load for customers or to unload the trucks.
- Tracked all merchandise with scans for each movement.

### Lumber Associate

#### Delta Corporation - 2004 - 2007

- Stock and cut lumber.
- Unload trucks, clean back storage area, and train new employees.
- Remember and use all safety precautions while spotting, and driving the forklift.
- Randomly cleaning the floor, and constant customer service.
- Would unload pallets from trucks and seperate items how it was asked for on the paper that was given to us.
- After that we would wrap them and inline the pallets so others would tag them.
- Get the lumber from the outside using a forklift and help with questions from the customer about their project they was wanting to do.

## EDUCATION

- MS in Business - (Baton Rouge Community College - Jena, LA)

## SKILLS

Microsoft Office, HTML, Adobe Photoshop, Computer, Dreamweaver.