

ROBERT SMITH

Night Shift Manager-Administration

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More than 4 years of experience in customer service and support with recognized strengths. Ability to train, motivate, and supervise employees. Demonstrates strong communication skills and the ability to establish rapport with clients.

EXPERIENCE

Night Shift Manager-Administration

ABC Corporation - MAY 2006 - MAY 2007

- Discussed with employees on shift about communicating responsibilities, providing feedback, and recognizing achievements in a respectful manner.
- Communicated goals and hold team members accountable for performance during shift.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department
- Inspected all units that left production line for quality, measured widths and lengths or variations.
- Monitor team performance to ensure quality, service, and cleanliness standards are met throughout shift.
- Ensured restaurant standards and marketing initiatives are properly executed during shift.
- Monitored and ensured Crew Members comply with all policies and procedures related to cleanliness, food safety, and restaurant safety and security during shift.

Night Shift Manager

ABC Corporation - 2003 - 2006

- Responsible for a closing store each night including running the office to print and cash out lottery tickets, printing money orders, answering the phone and taking orders for each department in the store.
- At the end of the night was responsible for counting down all drawers and safe and making a nightly deposit.
- Also learned to open a store if needed and do weekly paperwork.
- If business demanded also ran the register and bagged groceries to expedite service and to make sure employees got breaks.
- It also was to make sure the store was clean and stocked for the opening shift the next day.
- Developed relationships with the customers to be on a first-name basis with them and they also knew I would be the one working most nights and would make it a point to stop by just to say hi.
- Skills Used Became the main night shift manager, and no matter what kind of day I was having personally I tried always to have a good

attitude about everything.

EDUCATION

- GED - 2011(Midwest High School - Chicago, IL)

SKILLS

Telecommunications, Customer Service, Customer Service, Security, Security, Tech, Technical Support.