

ROBERT SMITH

Sr. Lead Operations Specialist

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14+ years of experience as an Operations Specialist adept at problem-solving, customer service and hiring and training hardworking, quality staff. Hardworking retail management professional versed in all aspects of running a high-end store, including opening and closing procedures, banking, merchandising and recruiting.

EXPERIENCE

Sr. Lead Operations Specialist

ABC Corporation - JANUARY 2006 - PRESENT

- Overseeing and maintaining the human resources and office functions within the store, including new hire orientations, new hire onboarding in ICIMS, e-verify, recruiting, training and development, personnel records, etc.
- BATF administrator/receiving firearms from the truck and ensure proper data integrity/assist in monthly firearms inventory/run a&d reports bi-yearly.
- Maintaining the Kronos payroll database for proper payment to all associates/enter weekly schedule into the computer database.
- Ensuring proper ordering of store supplies in DDS, flex print, and gander print services for a smooth running store while monitoring control of expenses.
- Maintaining various audits to include Ip, RC, OSHA, DOA, and fire extinguisher throughout the store.
- Performing administrative duties as it relates to cash handling and other gander mountain assets.
- Performing all IT functions which include hardware and software updates throughout the store.

Customer Service Lead

ABC Corporation - SEPTEMBER 2005 - JANUARY 2006

- Summaries of responsibilities retain a strong knowledge base of gander mountain products to assist in customer questions.
- Maintains a high level of integrity and professionalism with the processing of customer transactions, returns, associate purchases, licensing and other security-related tasks.
- Presents a positive image, in-person and on the phone, to all customers.
- Provides efficient, courteous customer service performs all cashier duties and responsibilities.
- Consistently meet or exceed monthly/quarterly/annual sales goals. Maintain a strong sales closing ratio.
- Selected by management to train new team members on client

satisfaction, products and services, systems, and company policies and procedures.

- Placate escalated service calls using diplomacy and tact, ensuring that clients needs are addressed to maintain client satisfaction, retention, and ongoing business.

EDUCATION

- Business - (Lakeland Community College - Kirtland, OH)English - (Tri-C Community College - Warrensville Heights, OH)

SKILLS

Inventory Management, Purchasing, Scheduling, Set And Meet Monthly Sales Projections, Microsoft Office, Training And Development, Professional Demeanor, Compensation/Payroll, and Self-directed Employee Relations.