

## Special Services Supervisor

# ROBERT SMITH

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## Objective

Special Services Supervisor with 3 years of experience in Facilitating inspections and maintain quality control of department operation, Training and developing staff, and also Conducting annual performance reviews of direct reports.

## Skills

Microsoft Word, Multitasking, Supervising.

## Work Experience

### Special Services Supervisor

**ABC Corporation** - July 2001 – October 2002

- Delivered excellent customer service by greeting and assisting each customer.
- Addressed customer inquiries and resolved complaints.
- Stocked and restocked inventory when shipments were received.
- Reorganized the sales floor to meet company demands.
- Wrote order supply requests to replenish merchandise.
- Analyzed marketing information and translated it into strategic plans.
- Completed weekly schedules according to payroll policies.

### Special Services Supervisor

**Delta Corporation** - 1996 – 2001

- Completed weekly shrink plans as well as weekly book and physical reports Provided weekly status updates in company review meetings to ensure store .
- Facilitated special order inventory, including order tracking and customer issue resolution Led preliminary deployment testing as the pilot store to .
- Significantly contributed to improving the skills of various personnel in a number of roles Responsible for ensuring Service Desk associates provide .
- Accountable for maintaining several reports (e.g., accountability, special orders on hand, SS/POS discrepancy and Book and Physical reports) Provide .
- Supervisor of the Special Services and Phone Sales (total of 8 employees), in which there were 2 mandatory meetings a week, Operations and Staff.
- Print and work daily, weekly and monthly reports.
- Assisted in opening and closing the store as Department Supervisor of the Day.

## Education

G.E.D