

## Team Trainer

# ROBERT SMITH

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## Objective

Qualified team trainer with three years in fast-paced, team based customer service and food service environments. Personable and professional under pressure. Driven to exceed sales goals and build relationships with customers. Delivers positive experiences through high-quality customer care. Excellent communicator. Patient and empathetic in conflict and complaint resolution. Self-motivated and very friendly.

## Skills

Cashiering, Customer Service, Server.

## Work Experience

### Team Trainer

**ABC Corporation** - October 2010 – July 2012

- Trained new hires.
- Counted money and did bank deposits.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Provided an elevated customer experience to generate a loyal clientele.
- Answered product questions with up-to-date knowledge of sales and store promotions.

### Team Trainer

**Delta Corporation** - 2008 – 2010

- Assisted in the development and implementation of a formalized training program for approximately 50 employees.
- Partnered with the management team in developing personalized coaching and development plans for the staff.
- Developed and facilitated training presentations as necessary.
- Worked in the kitchen Worked as a cashier Trained new people How to make the food How to do preparation How to read the screen.
- Assist Customers Cash handling Food Counts Maintain Cleanliness of Store.
- Supervisor Don Anderson Duties Train and manage new employees, customer service, run registers.
- Was responsible with training new employees how to perform the necessary functions of their jobs, and providing feedback to my general manager.

## Education

G.E.D - 2012(Cabell County Career Technology Center Huntington - Huntington, WV)