

ROBERT SMITH

Training Director/Analyst

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Customer service professional seeking a leadership role. Skilled in training staff and establishing rapport with customers. Self-motivated with exceptional communication and problem solving skills.

EXPERIENCE

Training Director/Analyst

ABC Corporation - MAY 2011 - JULY 2015

- Answered an average of calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as a key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone. Bagged, boxed or gift-wrapped sold merchandise per customers request.
- Assisted customers with food selection, inquiries, and order customization requests.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Training Director

ABC Corporation - 2009 - 2011

- Oversaw operations of Training Store.
- Wrote training program, guides, policies and procedures.
- Trained every position within the company at store level-from Part-time Clerk to Store Manager.
- Responsible for implementation of ideas and programs set by the Company.
- Had a major role in screening applications, interviewing, hiring and orientating prospective employees.
- Performed general duties such as; maintaining shift cash inventory audit, invoicing accounts receivable, managing individual shifts and staff, employee retention, monthly evaluations to individuals in store team, providing daily feedback to those working individual shifts, also was accountable for cash gains or shortages, gasoline drive-offs, and overall shift performance.
- Date May 2006 to July 2007.

EDUCATION

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SKILLS

NIMS certified, Cad, Fire Arms certified.