

CLIENT NAME

Address, City, State

Phone Number ♦ LinkedIn Profile ♦ Email Address

MANUAL TECHNICIAN & MANAGEMENT PROFESSIONAL

Dynamic and versatile professional with over 24 years' experience in management and over 21 years' experience as a fully trained and skilled locksmith. Demonstrated sales leadership; always meet and exceed very aggressive sales metric for district and regional sales. Experienced in large-scale merchandise inventory, order fulfillment, delivery and reconciliation; and delivery top-notch customer service to both clients and customers. Outstanding strategist distinguished for proven leadership and superiority in sales and team-building skills and extraordinary conflict resolution abilities.

AREAS OF EXPERTISE

Professional Locksmith • Personnel Management • Operations Management • Inquiries & Tracking
Security Inspections • Distribution & Transportation • Storage & Warehousing • Staff Training &
Leadership • Integrity-Based Selling • Pick up & Delivery • Customer Service
Continued Process Improvement (CPI) • Cultural Sensitivity • Performance Evaluation • Inventory
Management • Materials Handler • Exceeding Aggressive Sales Metrics

PROFESSIONAL EXPERIENCE

LION VALLEN INDUSTRIES, Honolulu, HI

2008-2014

This company designs, tests and operates supply chain solutions for government agencies such as the Department of Defense and the military.

Warehouse Supervisor

Directed, supervised and maintained storage warehouse where products are housed and protected and awaiting final shipment to end-users. Duties included: managing pick-ups and delivery preparation to various end-users, preparing and supervising inter-regional shipments, overseeing warehouse areas and monitoring for cleanliness and good housekeeping practices.

Key Accomplishments:

- Continually met and exceeded all warehouse organization safety requirements and standards.
- Doubled the removal of damaged products and thereby increasing productivity exponentially.

Responsibilities

- Supervised all personnel in the warehouse, rendered corrective action and guidance and enforced all company procedures and policies.
- Executed performance evaluations for direct reports; advised on current job performance including areas of excellence and areas of needed improvement.
- Managed the returns and exchanges process and ensured completion in accordance with established guidelines.
- Processed issues and returns for temporary loans and address all customer complaints and concerns in a timely manner.
- Guaranteed that the issue point was properly stocked, stocked and cleaned.
- Tracked and maintained proper stock postures and made recommendations for re-stock.
- Supervised the process of items to DRMO.
- Conducted forklift certifications.
- Oversaw the processing and prompt reporting of hazardous materials.
- Communicated recommendations for Continued Process Improvement (CPI).
- Executed inventory management using a Database/Warehouse Management System.
- Conducted quarterly security inspections.

LOWE'S HOME IMPROVEMENT, Waipahu, HI

1995-2008

This company is a FORTUNE® 100, topping \$54 billion in annual sales. A top Home Improvement products and service provider, Lowe's operates nearly 2000 stores nationwide and serves over 15 million customers weekly. The company prides itself on its superior customer service.

Appliances Sales Specialist

Educated and advised customers on first-line appliance sales purchases; provided top-notch customer service heightening overall customer experience and stimulating substantial revenue growth.

Key Accomplishments:

- Top Leader in sales for store location.
- Leader in District sales which consisted of 6 stores.
- Top 3 sales leaders within the region.

*Other positions held from 1995-2008 included: **Paint & Color Specialist, Lumber & Millwork, Merchandise Inventory Specialist and Locksmith within the Tools Department.***

ALOHA KEYS, SEARS, Pearl Ridge Mall Aiea, HI

1990-1995

This is a retail and wholesale company that sells various security products and services. In business over 46 years, with five locations in Hawaii, the company prides itself on serving their customers to their complete satisfaction on every product and service they offer.

Manager

Manager within the Engraving and Keys shop overseeing the day-to-day operation which included: organizing work schedules, directing training, development and duty delegation of 6 staff members, upholding store practices and procedure and providing exceptional customer service.

Key Accomplishments:

- Recognized annually for accomplishments in: process improvement, exceeding aggressive sales metrics and exemplary work ethics.
- Increased location's sales and productivity through staff development; management and training.
- Recognized as company sales leader
- Obtained Project Management knowledge; expertise and skills working in this position.

EDUCATION

Foley Belsaw, Certified Locksmith

MILITARY SERVICE

United States Army; Stationed overseas in Fulda, Germany; Honorable Discharge