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**Objective:**

Seeking a position in the customer service industry with a company that offers room for advancement, offering excellent telephone techniques, sales experience as well as a solid supervisory background.

**Work Experience:**

*Call Center Supervisor/Manager*  
*Aderactive Interactive, San Francisco, Ca.*  
*July 2011 – March 2012*

Duties included managing, supervising and overseeing the overall operations of a call center dedicated to matching perspective students with colleges nationwide based on their interests for furthering education. This included interviewing, hiring, training on an ongoing basis for policies and changes in protocol as well as training on several different programs used over the web and sales techniques. Additionally, tracking sales, quality control, spread sheets, revenue of the business generated and continued feedback to every department to insure the smooth operation of the business.

*Material Handlers Lead*  
*Salvation Army, San Francisco, Ca.*  
*March 2010 – August 2010*

Duties included receiving of all books and media donations to Salvation Army; sorted and scanned all items to determine whether they could be sold through the Amazon.com website for the Salvation Army's benefit; assisted with training of new employees in the books department; assisted with the shipping of these products through the U.S. Postal Service.

*Warehouse / Order Expediter (Seasonal)*  
*Wine.com, Berkeley, Ca.*  
*November 2009 – January 2010; October 2010 – November 2010*

Duties included sales, shipping and receiving, assembling of collections as advertised, making the boxes we shipped merchandise in as well as checking orders for fraud and making sure customers received 5 star service in a timely manner.

*Call Center Supervisor*  
*The Funai Corporation, Torrance, Ca.*  
*May 2005 – July 2007*

Duties included ensuring our customers were getting the highest level of customer service possible in a quick and professional manner, to handle and distribute all incoming mail for the call center. This included: Warranty issues and inquiries, incoming orders, money orders, customer complaints, Better Business Bureau issues, insurance claims for damaged property, replacements and exchanges on products, as well as referrals for warranty related issues. Mainly technical support for the products we manufactured. Training and monitoring of newer employees. Reporting daily totals to upper management everyday. This company makes 12-17 different brands of home entertainment products. (Magnavox, Sylvania, Emerson)

*Call Center Supervisor*  
*Connections Communications, San Francisco, Ca.*

*July 1996 – June 2001*

Duties included supervising 9-15 employees; I also monitored dispatching for emergency medical calls as well as emergency roadside assistance calls for 9 counties of the California Highway Patrol; Trained new employees on computer system; handled all client complaints; managed and updated all protocol changes as required by clients daily and when necessary. Clients included California Highway Patrol, U.S. Secret Service, S.F.F.D Help Unit, S.F.P.D. Stress Unit, the Environmental Protection Agency and 2500 doctors in the Bay Area including transplant services nationwide.

*Sales Representative*

*Time Life Libraries, San Francisco, Ca.*

*July 1994 – November 1995*

Duties included selling Time Life products over the phone to previous customers including books, music, videos, and children's educational tools. Responsibility included training all new employees on use of computer system and sales techniques pertaining to the products that were sold.

*Trade Show Registry and Set-up, San Francisco, Ca.*

*Microsoft/ Hewlett Packard/ Business Matchmaking/ Intel/ Google/ etc.*

*July 2008 – October 2010*

Duties included putting together all promotional items (freebies, order forms, programs), tent setup, registering of all attending guests via computer or paper. Making the appropriate badges and passes for guests according to the agenda planned for them based on the event taking place.

**Additional Experience/ Skills:**

*Retail Freight Specialist / Cashier / Shipping and Receiving*

*Dollar Tree, Rite Aid Pharmacy, Longs Drugs*

Duties included receiving of all items the store sold; arranging those items in the warehouse according to store specifications; training new employees; assisting the manager with bank deposits; assisting customers with store inquiries; operating cash register or till, stocked shelves, and general upkeep of the store after hours.

*Restaurant / Catering / Food Service*

*Kings Table Buffett, Sizzler, Hands on Gourmet, Bon Appetit*

Duties included dishwashing, cooking, janitorial, waiter, host, as well as any aspect of professional catering for special events such as weddings, corporate parties and gatherings.

***References available upon request***