

RALPH A. DOWNS IV

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EDUCATION:

B.A. in English, University of Arkansas, 2000-2005

EMPLOYMENT:

Account Manager in Sales, Veritable Vegetable, 2014-2016

- Interacted with customers to demonstrate products, to explain product features, and to recommend products based on customers' needs and interests
- Provided ongoing account support: understood customer needs, directed resources as needed, resolved account problems
- Monitored sales activity (sales goal, volume, trends, history for each account), analyzed activity, and prepared reports for Sales Supervisor
- Conducted in-store visits to provide face-to-face time and visual assessment of customer's businesses
- Assisted marketing team in writing blog posts and bi-weekly email blasts pertaining to what was in season in the produce world

Warehouse Team Lead/Day Warehouser, Veritable Vegetable, 2008-2014

- Approximately four years of management experience in the team lead position
- Accountable for a team of warehouse workers and the daily tasks involved with running a warehouse
- Responsible for motivating and managing staff to meet important warehouse deadlines, while multi-tasking several other daily duties
- Responsible for coordinating with other departments to assist in the smooth and unhindered daily workflow of the warehouse
- Proved competent on projects outside of department, including training a group of new employees and assisting on 2014's CCOF certification

Customer Service Representative, San Francisco Chronicle, 2007-2008

- Communicated in a positive and professional manner with customers, both verbally and in writing, while handling issues including subscription inquiries, delivery problems, newspaper content comments, and billing matters
- Responsible for billing transactions which included processing discounts and payments
- Encouraged customers to continue subscribing to the newspaper through persuasion and discussion
- Completed several projects in relation to a customer records database conversion

**Bartender/Assistant Kitchen Manager, Doe's Eat Place, Fayetteville, AR,
2002-2006**

- Two years of customer service experience and sales at bartender
- Kept customers abreast of new or interesting products
- Upsold products to encourage profit and to relieve inventory
- Maintained and managed bar inventory
- One year of management experience
- Supervised the kitchen to ensure excellent quality and service