

MICHAEL PULLIAM

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Professional summary

Engaging Customer Liaison that possesses superior interpersonal and analytical skills; Successful history of building excellent rapport with associates/customers to achieve strategic revenue growth, and results; Highly energetic performer exceeding in customer service reviews while exemplifying high standard leadership qualities; Exceptional critical thinker with the ability to facilitate and resolve issues efficiently.

Certified Forklift Operator

Certified Scissor Lift / Walker Stacker

XPO LOGISTICS, ATLANTA, GA

MIT Operator, Feb 2018 – April 2019

- *Pick product / product preparation; Load and facilitate truck orders.*
- *Process claims*
- *Teaching and training through exemplary behavior; Follow safety protocol.*

WALMART STORES INC. ATLANTA, GA

Overnight Assistant MGR. Jan 2015 – Nov. 2017

Backroom Zone MGR. May 2014 – Jan. 2015

Overnight Support MGR. Feb. 2013 – May 2014

Inventory MGR. June 2011 – Feb. 2013

Unloader Sept. 2009 – June 2011.

- *Load / unload merchandise; facilitate truck orders*
- *Product / inventory control / merchandising*
- *Process freight; stock freight; process store returns / claims*
- *Facilitate sales strategies / direct daily area meetings, displaying leadership through giving directions and setting expectations.*
- *Record retention; Team lead, monitor and document associates adherence, attendance, associates overall job performance.*
- *Performed / accountable for store audits.*
- *Ability to perform in all service areas of the store.*