

James Redd

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Work Experience

FRETTE

Beverly Hills, Ca

Support associate/Stock-lead.

- Receiving inventory shipments, organizing/Labeling the product in the stockrooms, Communicating to the team on all stock levels and incoming/outgoing product flow and organization of product on to the sales floor
- Movement journals for damages and display items. Transfer journals for stagings and partnerships Cycle counts on specific categories posted, Transfer out of seasonal collections,
- Supporting with packing client orders and providing tracking information, Hand deliveries of product to the client's vehicle or home with installs and consultations
- Support in maintaining the visual standards of the sales floor Boutique interior and exterior upkeep with repairs, lighting, and cleaning company Order shipping and store supplies

EARTH-BAR

Los Angeles, CA

Operations and development

- Creating new systems to improve production, customer service, and work environment
- Leading a team of 10 employees through daily routines to streamline processes in a high-volume store and building customer loyalty by providing top notch service to A-list clientele.
- Receiving and stocking incoming products and in sure put away probably by using FIFO.
- educating the team on product knowledge of supplements and vitamins

Costco Wholesale

La Habra, CA

Baker, Wrapper, Sanitation Lead

- Supported facilitating check in operations, catering, customer satisfaction, and cleanliness for 10,000+ quests daily
- Excelled in customer experience and interactions with diverse clientele of all ages
- Operated in kitchen environment with high convention machines and systems while staying compliant with updated standards and regulations

REGAL ENTERTAINMENT

Brea,CA

Concessions/Box Office/Usher/Stock

- inventory management
- Engaged with customers by providing movie recommendations and answering inquiries in high volume environment
- Attained high ticket sales by offering rewards program/gift cards/etc to customers at the box office, environmental entertainment and children favors.
- Excelled in organizing large groups of reservations and fundraisers while making sure to provide premium service to our walk-in guests.

Education

Florence High School

Florence, AL

- Graduated 2013

Amazon/Instacart

Los Angeles, CA

Independent Contractor

- consent communication with guests to ensure quality service.

- implemented operations to ensure well balanced business expenses.
- Provided outstanding speed of services while selecting excelled options.
- Creating SOPs for delivery teams to ensure efficient delivery service.
- Troubleshooting Equipment while systems are down.
- Organizing packages to be located with ease.

Skills/Achievements

- Leadership, Human resources - conflict resolution, client and employee advocate, performance invigorator
- Versatility- customer services while maintaining BOH procedures
- Google Suite - Cal, gMail, Google Docs, Google Slides, Google Sheets, Google Forms
- Microsoft Office Applications - Word, Powerpoint, Excel, Outlook
- Conference Platforms - Zoom, Google Meets, Microsoft Teams
- Operation Platforms- PowerBI, D365, CRM, POS
- Recognized as Employee of the Month by excelling in customer satisfaction
- Provided multiple Great inventory results for 3000+ units while maintaining excellent customer service