

Terrell Johnson

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Talented professional manager seeking to fill an executive role.

Authorized to work in the US for any employer

Work Experience

Assistant Manager

Dunkin Donuts

February 2017 to Present

Assist the Retail Store Manager in planning and implementing strategies to attract customers

Coordinate daily customer service operations (e.g. sales processes, orders and payments)

Track the progress of weekly, monthly, quarterly and annual objectives

Monitor and maintain store inventory

Evaluate employee performance and identify hiring and training needs

Supervise and motivate staff to perform their best

Coach and support new and existing Sales Associates

Monitor retail operating costs, budgets and resources

Suggest sales training programs and techniques

Communicate with clients and evaluate their needs

Analyze consumer behavior and adjust product positioning

Handle complaints from customers

Research emerging products and use information to update the store's merchandise

Create reports, analyze and interpret retail data, like revenues, expenses and competition

Conduct regular audits to ensure the store is functionable and presentable

Make sure all employees adhere to company's policies and guidelines

Act as our store's representative and set an example for our staff

General Warehouse Associate

Protemp Staffing

June 2014 to January 2017

Maintained a safe working environment

Carried out transactions with drivers

Took orders and packed items for customer deliveries

Staged shipments

Used dolly

Assembled new products

Ensured that all merchandise counts were in order

Organize stock and merchandise within the warehouse by properly unboxing and storing goods in their designated location

Maintain accurate records of products that have been stocked and provide management with an accurate representation of all goods shipped and received

Verify all incoming shipments to be accurate by comparing the invoice to the order and ensure all goods are in excellent condition
Monitor and report any missing or lost inventory to management
Properly pack items to be shipped according to company standards to ensure they arrive in excellent condition
Organize and sort items on shelving, bins and overhangs according to company standards
Accurately maintain company database including all stock and warehouse items
Reliably retrieve items from within the warehouse to be processed and shipped

Stock Manager

Lane Bryant
October 2009 to August 2014

Designing and implementing an inventory tracking system for optimized inventory control procedures
Examine the levels of raw materials and supplies to determine shortages
Document daily shipments and deliveries to replenish inventory
Create detailed reports for adjustments, inventory operations and stock levels
Evaluating new inventory, ensuring it's ready to ship
Properly order new supplies avoiding excessive surplus or inefficiencies
Analyze various suppliers to ensure the company is receiving the best cost- effective deals
Hire and train new employees

Custodian

Mae's Circle Of Life
September 2005 to May 2009

Ensure spaces are prepared for the next day by taking out trash, tidying furniture and dusting surfaces
Sweep and mop floors and vacuum carpets
Wash and sanitize toilets, sinks and showers and restock disposables (e.g. soap)
Wipe mirrors and windows
Maintain outer premises by watering plants, mowing lawn, cleaning entrances
Utilize insecticides to prevent infestation by dangerous pests
Perform maintenance and minor repairs (replacing broken switches, fixing door handles, minor leaks etc.)
Report major damages and oversee repairs
Secure facilities after operating hours by locking doors, closing windows and setting up the alarm
Undertake occasional custodial and janitorial tasks (shoveling snow from the sidewalk, lifting heavy items, moving chairs etc.)

Shift Supervisor

Accu Staffing
November 2000 to July 2005

Assigning team members with tasks to be completed each shift
Setting performance metrics for team members and work with team members to ensure all metrics are met
Properly resolving problems and troubleshooting issues as they arise without the direction of management
Managing multiple projects as well as staff members
Reporting to the assistant or general manager and meeting with management to review goals and metrics
Maintaining a work environment that meets comp

Manage daily schedules, employee shifts, and time-off requests
Assign duties to employees and oversee their progress
Ensure that daily sales/production goals are met
Count cash at the end of the shift and manage bank deposits
Train and integrate new workers
Provide guidance and feedback to employees when needed
Ensure industry rules and regulations are followed
Handle customer and employee complaints
Resolve conflicts between employees
Transfer products and other objects to and from the worksite on occasion

Education

Simon Gratz high school
September 1996 to June 2000

Marketing and Communication

ESCP-EAP

Skills

- Food preparation
- Inventory control
- Food safety