

# Terrell Johnson

Philadelphia, PA 19140

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Talented professional manager seeking to fill an executive role.

Authorized to work in the US for any employer

## Work Experience

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### **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 function able 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**

Protemps 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

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Simon Gratz high school  
September 1996 to June 2000

## **Marketing and Communication**

ESCP-EAP

## Skills

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- Food preparation
- Inventory control
- Food safety