

# Tatiana Timmons

## **Goal-Oriented Sales Associate with a Proven Record of Success "Project Manager Who Exceeds Expectations and Beats Deadlines"**

Montgomery, AL 36117

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Enthusiastic Assistant Manager offers over 4 years of experience in leadership roles. Excellent team leader and problem solver with resourceful and flexible approach to team management. Knowledgeable about operations and best practices to maintain effective operational output.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Receiving Associate**

Burlington Stores - Montgomery, AL

July 2023 to Present

Receive freight and convey shipments from the shipping/receiving platform to backroom process. toes store.

Stock, organize and present new merchandise on the sales floor

Perform other tasks as assigned by manger from

TinaPoleo

Oper rated inventory management software and completed tasks using ERP applications

Compared shipment contents with paperwork to support inventory accurgoy and records management.

Reviewed work orders to check correctness of deliveries

### **Assistant Manager**

Sonic Drive-In - Montgomery, AL

October 2022 to April 2023

responsible for selecting, developing, and managing employees as well as overseeing inventory ordering processes to create maximum profit margins on every ...

### **Produce Associate**

Walmart - Montgomery, AL

August 2022 to November 2022

Unload pallets work freight keep everything full nice and neat.nsuring all items for sale are fresh and safe to eat as well as providing friendly and efficient customer service

### **Shift Manager**

Hardee's - Montgomery, AL

October 2021 to August 2022

- Assign tasks to staff.
- Supervise staff throughout the shift.
- Monitor inventory levels.

- Order more inventory as needed.
- Ensure that enough staff members are present for the shift.
- Balance the cash register at the end of the shift.
- Manage bookings.
- Resolve conflict between staff members.

### **Customer Service/Sales Representative**

American Express - Montgomery, AL

February 2021 to August 2021

- Increased product recommendation accuracy and CRM efficiency via data organization on Pipedrive
- Tackled 150+ inquiries per day on Freshchat, improving customer satisfaction rate by 26%
- Worked with marketing to launch an email campaign using

Sendinblue, boosting client outreach by 12%

- Grew brand visibility and interactions by 41% by using Sprout

Social for customer engagement

### **Shift Lead Manager**

McDonald's Restaurant - Montgomery, AL

August 2018 to February 2021

responsible for overseeing business operations, delegating tasks to team members and resolving problems that occur on their shift. Their duties include stocking inventory, balancing the cash register and coordinating employee responsibilities to improve efficiency or customer service.

### **Remote Customer Service Representative**

TCC Verizon Authorized Retailer - Montgomery, AL

June 2016 to May 2018

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Collected customer feedback and made process changes to exceed customer satisfaction goals
- Developed community reputation through commitment to customer satisfaction and strong client

Used company troubleshooting resolution tree to evaluate technical problems and find appropriate

## Education

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### **GED**

H. Councill Trenholm State Community College Montgomery - Montgomery, AL

April 2010 to April 2010

## Skills

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- Sales monitoring Marketing tactics Product branding

- Team Work
- Reliability
- Sales Support
- Restaurant Management
- Problem-solving
- Flexibility
- Leadership
- Management
- Shift Management
- Store Management Experience
- Team Management
- Mac OS
- Computer skills (3 years)
- Google Docs

## Certifications and Licenses

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### **ServSafe**