
Shift Leader Trainee Resume

Job Objective

Seeking a position as Shift Leader Trainee in highly reputed and professional organization.

Highlights of Qualifications:

- Hands-on experience in supervision and management of employees in assigned shift
 - Profound knowledge of retail store operations, customer service, and merchandising practices
 - Outstanding knowledge of established workplace safety, environmental, and health practices
 - Proficient in operating cash register and retail POS system
 - Ability to manage and maintain stock level of all needed store supplies
 - Ability to address and resolve various customer complaints and issues, efficiently
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Professional Experience:

Shift Leader Trainee
Perdue Farms, Inc., Colorado Springs, CO
August 2012 – Present

Responsibilities:

- Directed and supervised work activities of assigned shift workers.
- Oversaw and assisted with staff staffing and training activities, as required.
- Completed and provided all mandatory work-related reports and paperwork, on time.
- Received and responded to all escalated customer issues and complaints, effectively.
- Executed store-based merchandising and marketing programs and conducted inventory audits.
- Enforced and maintained work compliance with established government regulations and company policies.

Shift Leader Trainee
Kwik Trip, Inc., Colorado Springs, CO
May 2009 – July 2012

Responsibilities:

- Assigned tasks to shift employees and supervised them throughout the shift.
 - Monitored and maintained the inventory-level of all needed merchandise and store supplies.
 - Operated POS system and cash register and managed all store cash, daily.
 - Oversaw and assisted with store presentation and product merchandising activities.
 - Prepared and maintained accurate and complete documentation related to store activities.
 - Handled and resolved all relevant customer grievances and concerns, professionally.
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Education:

Bachelor's Degree in Business Administration
Bates College, Lewiston, ME

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