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## Store Support Resume

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### Job Objective

Seeking a position as Store Support in a reputed organization where I can utilize my knowledge and experience.

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### Summary of Qualifications:

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- Extensive customer service experience working in a retail company
  - Proficiency with Microsoft Office and Point of Sales (POS) system
  - Ability to provide feedback of behavioral changes in Store Support Operators
  - Outstanding ability to take decisions quickly and resolve store issues
  - Skilled in effectively interacting and communicating with customers and co-workers
  - Ability to read and understand documents related to operating and procedure manuals
  - Strong oral and written communication skills
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### Work Experience:

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Store Support, August 2005 – Present  
Robert Half Technology, Sterling, IL

- Maintained appropriate levels of staffing within each store and across all stores.
- Conducted monthly meetings with key departments as well as respond to additional requests.
- Assisted with the development, management, and communication of store personnel evaluations.
- Tracked incentive information and resolved all possible issues.
- Assisted the management with year-end manager awards.

Store Support, May 2000 – July 2005  
Orchard Supply Hardware, Sterling, IL

- Facilitated technical assistance for store issues.
  - Managed to setup application logins and e-mail accounts.
  - Identified problems and acted accordingly to troubleshoot and follow up.
  - Ensured customer satisfaction initiating follow up.
  - Developed client specific problem resolution processes and procedures.
  - Identified and recommend customer support enhancements.
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### Education:

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Bachelor's Degree in Commerce, Alfred Adler Institute, Minnesota, MN

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