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Jacksonville, FL,

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SUMMARY

Hardworking retail management professional versed in all aspects of running a high-end store, including opening and closing procedures, banking, merchandising and recruiting.

SKILLS

- Retail inventory management
- Accurate cash handling
- Store opening and closing procedures
- Store operations
- MS Office proficient
- Outstanding communication skills
- Exceptional leader
- Conflict resolution skills
- Team-oriented
- Commission sales
- Recruiting and interviewing
- Flexible schedule
- Strategic planning
- Inventory control
- Systems implementation
- Exceptional multi-tasker
- Active listening skills
- Markdown/promotional procedures
- Top sales performer
- Customer service expert
- Invoice processing
- Telecommunication skills
- Visual merchandising proficiency

EXPERIENCE

Copy Print Supervisor

Jacksonville, FL

Office Depot/ Feb 2014 to Apr 2014

Organized weekly sales reports for the sales department to track product success.

Trained 8 new employees.

Created new processes and systems for increasing customer service satisfaction.

Cross-trained and provided back-up for other customer service representatives when needed.

Worked as a team member performing cashier duties, product assistance and cleaning.

Worked under strict deadlines and responded to service requests and emergency call-outs.

Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.

Maintained adequate cash supply in cash drawers in multiple checkout stations.

Compiled weekly monetary reports and records for store managers.

Circulated creative folders and obtained sign-offs to maintain efficient production flow.

Monitored team progress to complete projects within deadlines.

Technology Sales Supervisor

Jacksonville, Florida

Office Depot/ Apr 2014 to Apr 2015

Set up, tested and configured networks, desktops, laptops and printers.

Coordinated hardware and software repair processes with outside vendors.

Resolved technical issues for clients in person, on the phone and through e-mail.

Installed motherboards, processors, RAM and graphics cards.

Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.

Performed diagnostic tests and repaired malfunctioning hardware and software.

Diagnosed, installed, configured and repaired computer systems and software.

Assessed and trained personnel for promotion to cross-functional operations.

Led regular stand-up meetings, events and continuous improvement projects with measurable goals.

Trained, developed and counseled employees to develop a high performing team.

Implemented a consultative selling approach on all inbound calls.

Quoted prices, credit terms and other bid specifications.

Negotiated prices, terms of sales and service agreements.

Exceeded team sales goals by 100%.

Customer Service Manager

Jacksonville, FL

Office Depot/ Apr 2015 to Apr 2016

Created training manuals targeted at resolving even the most difficult customer issues.

Successfully managed the activities of 32 team members.

Developed, implemented and monitored programs to maximize customer satisfaction.

Owned team productivity metrics.

Interviewed, hired and trained new quality customer service representatives.

Provided detailed monthly departmental reports and updates to senior management.

Addressed negative customer feedback immediately.

Provided a high level of product and leadership support to representatives and clients.

Collected, monitored and evaluated customer requirements to achieve desired delivery time and order fill rates.

Generated and distributed daily reports and order acknowledgments to appropriate personnel.

Responded to safety and loss prevention incidents.

Organized in-store promotional events.

Managed store security needs as required.

Evaluated transactions for suspected fraud.

Operations Manager

Jacksonville, FL

Office Depot/ Apr 2016 to Apr 2017

Supervised material flow, storage and global order fulfillment.

Maintained accurate stock records and schedules.

Selected products for specific routes according to pick sheets.

Negotiated bulk shipping discounts with contracted carriers.

Evaluated operational records and made scheduling adjustments to maximize efficiency.

Oversaw special orders and after-hours, urgent shipping jobs.

Unloaded, picked, staged and loaded products for shipping.

Reported inventory balances and cycle counts in both the ERP and WMS systems.

Resolved service issues in a timely manner, including coordinating and processing returns.

Received incoming shipments and reviewed contents against purchase order for accuracy.
Verified and recorded the count and condition of cargo received.
Removed pallets, freezer boxes and damaged products from returning trailers.
Operated powered lift trucks, floor sweepers, pallet jacks and forklifts safely, with a 0% incident rate.
Packed containers and re-packed damaged containers.
Loaded flat bed by forklift and hand truck.
Oversaw a freight team of 8 on a weekly basis.
Head of merchandising team.
Set planograms for the entire store.
Processed and shipped RTV merchandise.
Scanned out of researchable out of stock items in order to prevent holes on the sales floor.
Handle negative on hand reports to ensure inventory balance.
Handle all damage and/or destroy merchandise.
Work with store manager to skillfully plan ways to increase production.

EDUCATION AND TRAINING

Associate of Science: Business

Florida State College at Jacksonville: Kent Campus 2017

Jacksonville, FL, United States

Technical Certificates: Buseiness

Florida State College at Jacksonville: Kent Campus 2017

Jacksonville, FL, United States

I have 4 technical certifications that I have earned as follows.

Business Operations

Business Specialist

Business Management

Accounting Technology Specialist