

Gregory J. Martin

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Career Objective

To utilize the skills I have obtained and mastered over my decade of service-oriented retail positions and apply them to a career with a stable and community-oriented company.

Skills & Abilities

Management & Leadership

- Heavily experienced in leadership roles, consistently taking the leader role in any group setting.
- Worked as a manager in one retail environment, and as an acting manager in two others.
- Comfortable being the front face of a group or store, such as in difficult customer situations.

Driving Sales & Rewards Programs

- Able to consistently sell both product and reward programs as a cashier, meeting and exceeding expectations
- Improve staff results with coaching and training, either through one-on-one or group sessions

Customer Service

- Over ten years of customer service experience.
- Consistently receive customer compliments through survey results.

Cash Handling

- Four years of large cash handling experience, forming daily deposits for large retailers to be sent to the bank.
- Kept track of cash on hand levels, ordering change and coin from the bank as needed.

Computer Proficiency

- Well versed in the Microsoft Office suite, especially Word and Excel.
- A quick learner with other programs, such as COSA.

Spanish Knowledge

- Basic fluency in Spanish, including reading, writing, and speaking.
- Lived in Valladolid, Spain for five months during 2012.

Work Experience

- **“Point of Sale Supervisor” / “Cash Office Associate”** Kohl’s (March 2009 – Current)
- **“Co-Manager”** Books-A-Million (May 2013 – August 2016)
- **“Bookseller” / “Manager in Training”** Barnes & Noble College Booksellers (August 2010 – March 2013)
- **“Attendant”** Three Rivers Park District (May 2006 – September 2009)

Education

University of Wisconsin – Eau Claire

- Bachelor of Arts, with a double major in English and Spanish and a minor in Language Studies