

# Gregory J. Martin

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<http://resume.aredmoon.net>

## 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

- Extensive management & leadership experience
- Primary trainer in a variety of roles and positions
- Consistent top performer in driving sales and rewards programs
- Near fluent understanding of Spanish
- Well versed in Microsoft Office & similar suites
- Over a decade excelling in customer service oriented roles

## Work Experience

### Hy-Vee (Starbucks) - *Assistant Manager* (MAY 2017 - PRESENT)

- Responsible for placing and processing product orders, ensuring that the product is always available for the customer
- Main trainer for new baristas, ensuring that they are comfortable with both Hy-Vee and Starbucks standards
- Ensure that promotions are executed to standard and ample product and training has been planned for and executed
- Assist and delight customers in every interaction

### Kohl's - *Point of Sale Supervisor* (MARCH 2009 - PRESENT)

- Primarily a front end supervisor, ensuring guests have an excellent experience from the moment they walk in until they walk out. This includes promoting credit and reward programs, supporting cashiers with supervisor functions, cashing out and balancing tills, and carrying out corporate directives.
- Passionate member and captain of the Kohl's Volunteer Program, which works directly with non-profit organizations, giving both volunteer assistance and grant money. Drove an underperforming store with no team to become the top store in the district, with over 20 events in a three month period.

### Books A Million - *Co-Manager* (MAY 2013 - AUGUST 2016)

- Part of a management team of four with a staff of approximately twenty people
- Responsible for exceeding customer expectations through driving reward programs, well merchandised product, and well trained employees up to corporate standards
- Primary area of responsibility was general merchandise, including impulse selections

## Education

### University of Wisconsin - Eau Claire - *Bachelor's Degree* (JUNE 2010 - MAY 2013)

- Graduated cum laude with a double major focusing in English and Spanish studies and a minor in Language Studies

## Interests

- Volunteering and community outreach
- Parks and nature exploration
- Writing and language studies, including translation theory