

# Nandi Bentham

Atlanta, GA

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Experienced supervisor and customer service representative in fast-paced multitasking environments; able to motivate teams to perform at their best, delegate tasks effectively and highly successful in promoting a positive, productive environment.

Authorized to work in the US for any employer

## Work Experience

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### **Store Manager**

Metro by T-Mobile (authorized dealer) - Atlanta, GA

February 2023 to Present

- Consistently drive sales by identifying opportunities to achieve both personal and store goals.
- Responsible for payroll admin; daily punch edits, associate scheduling compliance, etc.
- Increase customer satisfaction and bottom line revenue.
- Host community events and create special promotions and discounts.
- Evaluate and manage Sales Associate performance to develop top performing employee's.

### **Store Manager**

Kirkland's - Atlanta, GA

June 2022 to December 2022

- Drove sales by continually identifying opportunities to achieve both personal and store goals.
- Coached, trained and inspired the team to enhance store performance.
- Managed freight and inventory weekly.
- Responsible for payroll admin; daily punch edits, associate scheduling compliance, payroll transmission and reporting as needed.
- Recruited and hired to meet staffing needs.
- Maintained the sales floor in accordance with company planogram.
- Stayed updated on new merchandise and trends.
- Developed customer relationships through interaction and feedback.

### **Assistant Store Manager**

Oreilley's Auto Parts - Atlanta, GA

September 2020 to March 2021

- Applied knowledge of Retail KPI's to make decisions that drive achievement of sales targets.
- Maintained the sales floor in accordance with company planogram, daily inventory counts and merchandise.
- Evaluated and manage Sales Associate performance to develop top performing employee's.
- Recruited, hired, coached store employees.
- Counted cash drawers and made daily bank deposits.

### **Inventory Control Supervisor**

DHL Supply Chain - Atlanta, GA

September 2019 to September 2020

- Developed and implemented procedures to ensure that adequate inventory levels were present.
- Managed cycle counts of product inventory on a regular basis.
- Lead others in safe work practices.
- Investigated and corrected discrepancies in reported quantities and locations of all inventory.

### **District Manager**

Healthy Hair Couture - Atlanta, GA

June 2019 to August 2020

- Ensured that all business operations are done in accordance with company standards.
- Addressed team concerns and provide direction whenever needed.
- Assisted in employee recruitment, development, promotion, retention and termination activities.
- Ordered and supplied inventory to multiple locations.
- Conducted performance evaluations of team members and provided feedback for improvements.

### **Store Manager**

Cricket Wireless - Gainesville, FL

October 2017 to June 2019

- Provided guidance and motivation to the sales team to increase sales, maximize performance, meet daily goals and ensure efficiency.
- Delivered excellent customer service and built customer relationships to generate repeat business.
- Counted cash drawers and made daily bank deposits.
- Maintained the sales floor in accordance with company planogram, arrange and organizing merchandise.
- Ordered supplies and inventory when needed.

### **Warehouse Assistant (Contracted)**

Cox communications - Gainesville, FL

August 2017 to September 2017

- Assisted with loading/unloading, packaging and organizing inventory.
- Operated basic warehouse software/systems.
- Updated warehouse logs and computer databases consistently and accurately.
- Ensured that all merchandise counts were in order

### **Dispatch Operator**

Right Path Transport - Alachua, FL

March 2017 to July 2017

- Provided direction, assigned trips and transmitted information to drivers throughout the day.
- Addressed problems and requests by forwarding information or providing solutions.
- Checked customer reports daily to assign an appropriate driver to specific routes.
- Completed reporting to communicate projected needs for the next shift.
- Managed customer transportation needs on a daily basis.

### **Store Manager**

Cricket Wireless - Gainesville, FL

September 2014 to March 2017

- Led and motivated the sales team to increase sales, maximize performance, meet daily goals and ensure efficiency.
- Increased customer satisfaction and bottom line revenue by hosting events and offering special promotions.
- Handled scheduling of staff at location to ensure appropriate shift coverage.
- Hired, recruited and trained quality employees.
- Handled product placement, display, and visual merchandising standards

### **Customer Service Representative**

Organize Now - Orlando, FL

August 2014 to September 2014

- Promptly responded to general inquiries from staff and customers via phone, fax and e-mail.
- Developed lasting relationships with customers to generate repeat business.
- Consistently improved customer satisfaction through expert resolution of conflict, issues and concerns.

### **Assistant Manager**

TMJ Toys and Collectibles - Orlando, FL

May 2012 to July 2014

- Greeted every customer promptly and answered questions completely to maximize service opportunity and increase sales.
- Assigned employees to specific duties to best meet the needs of the store.
- Handled team member issues in a fast and efficient manner.
- Recruited, interviewed, and coached employees on sales and customer service.
- Counted cash drawers and made daily bank deposits.

## Education

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### **AA in Communications**

Santa Fe college - Gainesville, FL

September 2014 to June 2016

### **High School Diploma**

Maynard Evans High School - Orlando, FL

June 2014

## Skills

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- Microsoft Office (8 years)
- Adobe Dreamweaver (3 years)
- Technical Support (5 years)
- Customer Service Skills (6 years)
- Conversational spanish (7 years)
- Key Holder (7 years)
- Child care (10+ years)
- Peer mediation (5 years)

- Sales (7 years)
- Merchandising (7 years)
- Scheduling (6 years)
- Team Building (10+ years)
- Inventory (6 years)
- Training (7 years)
- Retail (7 years)
- Operations (7 years)
- Marketing (10+ years)
- Customer Service (10+ years)
- Cash Handling (10+ years)
- Payroll (6 years)
- Management
- Microsoft Excel
- Inventory Control
- Warehouse Inventory
- Inventory Management
- Shipping Receiving
- Retail Sales (7 years)
- Retail Management (6 years)
- Communications (8 years)
- Planograms
- Supply Chain
- Recruiting
- Employee Orientation
- Project Management
- Interviewing

## Certifications and Licenses

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### **Driver's License**