

# Chandler J. Andrews

845 Low Falls Ct

Jefferson, GA 30549

706-612-6191

Chandlerandrews98@gmail.com

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## Summary

A detail-oriented, hardworking individual capable of utilizing superior customer service skills, keen awareness of big-picture business goals, and an understanding of standard operational procedures in order to complete tasks in a timely manner with quality of service preserved. A positive, well-natured character assists in maintaining productive relationships with team members and results in natural leadership when coupled with a technical understanding of spreadsheets, order lists, and Microsoft Office. These traits emphasize a leader who motivates respect and boosts morale of any team, leading to higher productivity of business and goals being met with pride.

## Education

### **Walnut Grove High School**

**2013 to 2017**

- Beta Club
- National Thespian Society
- National Spanish Honor Society
- Graduated with honors

### **University of North Georgia**

**2018 to 2021**

- HOPE Scholarship
- 3.75 GPA
- Cybersecurity Program

## Employment History

### ● **Manager for Tiger Mountain Vineyards**

**April 2023 - Present**

- Maintained elegant, high quality experience for guests which included table-side service, personal tours of grounds, educating guests on wine, communication with guests via phone and email to process orders, answer questions, make reservations, etc.
- Implemented business structure and compiled employee handbook
- Single-handedly updated inventory of wine stock monthly and tracked daily to ensure consistent pours in staff to minimize cost and maximize profit
- Moved product (up to 80lbs) to appropriate sales locations
- Trained staff to meet expectations and quality of work ethic
- Constructed and regularly updated member list for guests subscribed in Wine Club
- Scheduled and followed up with in-person wholesale appointments
- Assisted in other departments such as the kitchen with prep, execution and cleanup of food service; the wine cellar with winemaking tasks such as testing specific chemical levels in wine, maintaining safety around hazardous materials, moving volume to large industrial vessels, and cleaning and sterilizing large equipment; the vineyard with tasks such as harvesting grapes in a timely manner, utilizing teamwork and a tractor to protect vines during vulnerable weeks, etc.

### ● **Grocery Replenishment Specialist with Publix Supermarkets**

**January 2023 to April 2023**

- Standard Operations included: unloading and loading trucks with pallet jack, off stacking pallets, working floats, rotating product, working backstock, spot checking inventory numbers, etc to PQFR standards
- Assistance with ad change and providing excellent customer experience
- Assistance with opening of new store

- **Dairy Manager with Sprouts Farmers Markets** **January 2022 to December 2022**
  - Ordered product to maintain a stocked department with computer assisted ordering
  - Made schedules and delegated tasks to ensure efficiency and productivity of department
  - Balanced Sales-to-Purchase ratio to maximize profit in relation to budget
  - Made necessary price adjustments to increase flow of close-date product
  - Worked with customers in person and over the phone to go above and beyond expectations
  - Adjusted promotional shelves to align with weekly advertisements and specials
  - Remained in compliance with health-related policies
  - Adjusted and adapted to changes in policies and programs
  
- **Produce and Dairy Associate with Sprouts Farmers Markets** **July 2021 to December 2021**
  - Maintained constant flow of product onto the floor
  - Broke down pallets of product
  - Lifted, moved, and organized cases of varying shapes and sizes (up to 50lbs)
  - Maintained cleanliness and appearance of the department
  - Assisted customers inside and outside the department
  - Communicated ideas clearly with associates to improve productivity of the department
  - Set up attractive displays to improve sales
  
- **Package Handler with FedEx Ground** **May 2021 to July 2021**
  - Lifted and moved boxes of varying sizes and shapes (up to 100lbs)
  - Loaded trucks with boxes in a time efficient manner
  - Properly handled products to avoid damage
  
- **Produce Associate with Ingles Markets Inc.** **May 2020 to May 2021**
  - Maintained constant flow of product onto the floor
  - Unloaded delivery trucks with pallet jacks
  - Broke down pallets
  - Lifted, moved, and organized cases of varying shapes and sizes (up to 50lbs)
  - Sliced and prepared freshly cut fruits and vegetables
  - Maintained cleanliness of the department
  - Assisted customers within the department and occasionally outside the department
  - For a short time, worked a register, bookkept and customer service managed
  
- **Resident Assistant at University of North Georgia** **August 2019 to March 2020**
  - Enforced school policy
  - Sat desk in residence halls
  - Ensured building security related to visitors
  - Ensured students felt safe and comfortable living in the residence halls
  
- **Sterilization Technician at Koch Orthodontics** **April 2019 to August 2019**
  - Instrument sterilization
  - Maintenance tasks
  - Cleaning patient chairs and seating patients
  - Set up trays and stocked units