

Dennis Childs  
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### **Summary:**

Goal-driven Assistant Store Manager with 5-year record of accomplishment in exceeding revenue and profit goals while controlling inventory shrinkage and loss percentages. Experienced in controlling inventory levels, overseeing merchandising and coordinating stock rotation to minimize obsolescence. Enthusiastic, industrious and diligent with skill and fortitude to thrive in dynamic, customer-centric work settings.

### **Skills:**

POS systems operations, Stock management, Sales strategies, Sales techniques, Records management, Issue resolution, Records maintenance, Merchandising, Customer relations, Leadership development, Managing retail build outs, Customer outreach, Safety inspections, Bills of Lading, Stock Rotation, Accounts Receivable, Supervision, Organization, Team Building, Account Reconciliation, Communications, Team Management, Inventory Management, Customer Service, Administrative support, Problem Resolution.

### **Experience:**

Circle K Inc.  
June 2022 to March 2023  
Customer Service Representative (CSR)

Performed daily activities in timely manner, including managing housekeeping and inventory needs of store, replenished merchandise, welcomed customers, responded to questions and maintained overall presentation of store, processed credit and debit card payments and returned proper change for cash purchases, prepared various foods to put out for customers to be able to eat on the go, stocked various products insuring FIFO was adhered to, basic janitorial duties as required through out the shift.

Legacy Housing  
January 2022 to April 2022  
Line Worker

Building ceilings for mobile homes, cutting ventilation holes for exhaust fans, blowing in insulation, running electrical cords for lighting and fans, cutting out light fixture holes, maintaining a clean and safe work space for my self and line mates, keeping pace

with the speed of the production line.

Murphy USA

July 2021 to December 2021

Customer Service Representative (CSR)

Performed daily activities in timely manner, including managing housekeeping and inventory needs of store, replenished merchandise, welcomed customers, responded to questions and maintained overall presentation of store, processed credit and debit card payments and returned proper change for cash purchases, stocked various products insuring FIFO was adhered to, basic janitorial duties as required through out the shift.

March 2015 to April 2020

Stripes/7-Eleven Beeville, TX

Assistant Store Manager (ASM)

Helped team members deliver polite and positive service to every customer by closely monitoring behaviors and offering constructive guidance, monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications, assessed, optimized and elevated operations to target current and expected demands, encouraged professional growth and talent development in associates to increase performance in all areas, partnered with General Managers to develop and implement merchandising plans to guarantee profitability on weekly basis, set schedules and delegated assignments based on team member strengths to optimize floor coverage and service levels, assisted in overall day-to-day operations of store including continuous development of effective store associates to achieve desired sales and results, established, enforced and updated policies keeping business agile and responsive to changing market conditions, performed daily activities in timely manner, including managing housekeeping and inventory needs of store, replenished merchandise, welcomed customers, responded to questions and maintained overall presentation of store, processed credit and debit card payments and returned proper change for cash purchases, mentored team on effective up-selling and cross-selling techniques, coached and developed store associates through formal and informal interactions, handled scheduling for three store shifts across 7-day work weeks to ensure proper staffing at all times, minimized waste through expense tracking and effective cost control strategies, completed frequent walk-throughs and directed team members to correct any issues impacting store appearance or professionalism, performing General Manager duties, by seeing to the day to day running of the store.

July 2014 to February 2015

Tire Pros Beeville, TX

Tire Technician

Diagnosed and repaired tire and rim issues.

Changed and rotated tires for customers to ensure safety and maximize customer service rankings.

Performed tire rotations, mounts and balancing on all types of vehicles.

Planned work and determined appropriate tools and equipment.

Maintained record accuracy by using work order reporting system.

Earned reputation for good attendance and hard work.

Provided excellent service and attention to customers when face-to-face.

February 2014 to July 2014

MAG Muffler Beeville, TX

Oil and Tire Tech

Changed and rotated tires for customers to ensure safety and maximize customer service rankings.

Maintained record accuracy by using work order reporting system.

Evaluated brake systems and installed or repaired parts such as pads and drums for optimal performance.

Checked vehicle for leaks and topped off fluids.

Performed tire rotations, mounts and balancing on all types of vehicles.

Planned work and determined appropriate tools and equipment.

Inspected and organized tire inventories while performing routine stock assessments.

Diagnosed and repaired tire and rim issues.

Earned reputation for good attendance and hard work.

Recognized by management for providing exceptional customer service.

Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

### **Education and Training:**

Capella University Minneapolis, MN

Associate of Science Business Administration And Management

Online Courses.

ServSafe Managers Course; food handlers certification for management. Certification number #17497564