



TODD MCALLISTER

SUPERVISOR

PROFESSIONAL SUMMARY

I'm a highly organized and self-motivated professional with 10-years of experience in a corporate office setting offering expertise in customer service, fulfillment & inventory programs, product research and price quotes, supplier and client relations.

CONTACT DETAILS

1304 Mount Olive Road, Atlanta, GA 30329
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CORE QUALIFICATIONS

- Able to improvise.
- Highly motivated, reliable, confident.
- Can deal with the unexpected.
- Respectable and polite to co-workers and customers.

EDUCATION BACKGROUND

BACHELOR'S IN SOCIAL SCIENCE

OCEAN COUNTY COLLEGE TOMS RIVER, NJ

EMPLOYMENT HISTORY

SUPERVISOR

KOHL'S, ATLANTA, GA
 JULY 2014 - PRESENT

- As a keyholder responsible for opening and closing operations.
- Demonstrate excellent people skills in both client and employee relationships.
- Assist with hiring and training associates.
- Inventory management.
- Create work schedules and assist with payroll submission.
- Manage day to day production and operations.
- Regularly supervise a crew of over 80 employees.
- 10 years of supervisory experience.
- Balance cash office on a daily basis.

SUPERVISOR

TOYS R US, ATLANTA, GA
 JAN. 2010 - MAY 2014

- Supervised over two departments (Service Center and Telesales); providing pre-order research, price quotes, and product information with a high level of accuracy and professionalism.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Efficiently handled and documented an extremely high volume of calls and emails per day, addressing inquiries, solving problems and providing product information. Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Handled the daily heavy flow of paperwork and cooperated with the appropriate departments which enabled me to provide elevated customer experience, building long-term customer relations and generating a loyal clientele.
- Routinely assisted internal and external customers in person and via telephone and email. Politely and professionally answered questions and managed situations regarding merchandise, pricing and shipping with up-to-date knowledge of sales and promotions, merchandise availability, future inventory and specialty or customized orders.