

Michael Winthrop
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Objective

To demonstrate that my experience, work ethic, and dedication make me a valuable asset to your company

Experience

Customer Service/Warehouse/Deliverer, S&S Automotive, St. Louis, MO, July 2015 to present

Warehouse duties including receiving, organizing, and maintaining inventory, and assembling orders for shipment and delivery. Additional tasks include general cleaning, and delivering parts in a safe and timely manor to my customers. Accuracy and excellent customer service are key requirements in my position.

Sales/Customer Service, Blue World Pools, St. Louis, MO, June 2013 to August 2013

Engaged customers at their residence to explain and demonstrate the products offered. I qualified and processed loan information for those customers when required and always ensured every client was thoroughly satisfied with our meeting and any proposals that were offered.

Sales/Customer Service, Webroot Software, Boulder, CO, April 2007 to June 2011

I was responsible for meeting and exceeding daily marketing goals in a highly competitive sales environment. I handled a heavy call volume in a timely and professional manner while providing professional customer service. Accuracy with orders as well as product information was paramount. Additionally, I resolved any miscellaneous needs or queries for clients when required.

Advertising/Sales, Colorado Daily, Boulder, CO, March 2006 to April 2007

Consistently exceeded sales goals/quotas by actively acquiring new advertisers via cold calls and engaging in timely follow-up calls with existing accounts. I maintained accounts for existing clients and ensured all of the client advertising was complete and inserted into the paper daily.

Customer Service, Mainstream Marketing, Boulder, CO, September 2005 to February 2006

Collected generalized insurance information from potential clients; qualified and processed this to generate insurance leads for State Farm and All State agents; collected data for price quotations; ensured that both the agent and the customer were thoroughly satisfied in every aspect with the information provided.

Assistant Manager, Petco, Boulder, CO, August 2004 to September 2005

Responsibilities included supervising 6 employees, inventory control, animal care, shelf/floor maintenance and stocking; ensured employees were providing customers with exceptional service; closed cash registers and prepared nightly bank deposits; communicated employee needs to the upper management; helped store attain or exceed sales and service goals.

Assistant Manager, Tropical World Pets, St. Louis, MO, July 1996 to May 2002

Supervised 1 to 2 employees at a time in a small business environment. Duties included animal care, shelf/floor maintenance and cash register and credit receipt reconciliation.

Education

B.A. in Psychology and Sociology, Maryville University, St. Louis, MO, May 2002

Computer Skills

Microsoft Office Suite, QuickBooks and other software skills and experience including formatting PCs