

Jeffry Charles Gardner

5941 E Beverly Street
Tucson, AZ, 85711

(520) 990.1190
jeffrygardner@gmail.com

Academic Profile

Education:	Sahuaro High School, Tucson, Arizona	GPA: 4.08	class rank: 11 th
	University of Arizona, Tucson, Arizona <i>B.A. in Political Science, Minor in Sociology</i>	GPA: 3.52	Graduated Cum Laude

Honors:	Dean’s List Honorable Mention Spring 2003	(UA Freshman)
	Dean’s List Honorable Mention Fall 2003	(UA Sophomore)
	Dean’s List Honorable Mention Spring 2004	(UA Sophomore)
	Dean’s List Fall 2004	(UA Junior)
	Dean’s List Spring 2005	(UA Junior)
	Phi Beta Kappa Scholarship Award Recipient	(UA Junior)
	Social & Behavioral Sciences ‘Academic Distinction’	(UA Senior)

Strengths: Working within a team environment, adapting to new conditions and technologies, problem-solving and decision-making. Enthusiasm to take on new challenges and a desire to learn new skills and proficiencies.

Work Experience

Store Manager for Office Depot

October 2008 – February 2009

Responsibilities and duties

- Directing a team of employees to complete tasks and handle customer needs
- Representing management to resolve employee disagreements to maximize team mentality
- Auditing reports based on past business to ensure business efficiency and employee adherence to policy
- Auditing cash drawers and performing maintenance to keep cash levels within company policy
- Controlling inventory numbers, making adjustments when necessary to correct inaccuracies
- Stocking, pricing and maintaining a “Clearance Depot” section of the store to monetize dead inventory items
- Sales of merchandise, services and extended warranties to customers, in person and on the phone
- Handling customer questions, concerns and complaints in a helpful, professional manner
- Working with other Managers to complete tasks, manage employees and maintain store appearance
- Responsible for employee involvement with company programs and promotions

Accomplishments

- Clearance sell-through percentage was among the highest in the district, including Tucson/Houston markets
- Complete product knowledge in the Tech Depot and Tech Depot Services departments
- “Exceeds Expectations” rating on employee evaluation
- Exceptionally high marks on the Office Depot pre-employment exam
- Highly proficient in Worklife Rewards signups as per company direction
- Consistently in the top tier of sales of Performance Protection Plans and Tech Depot Services within the store.

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Store Manager for Goodyear Gemini

April 2007 – September 2008

Responsibilities and duties

- Controlling inventory, assets and working as part of a team environment
- Communicating district and company-wide directives and programs to other store team members
- Working with other store managers to develop plans for increased car count, customer loyalty and increased performance in the categories of margin development, GM \$ per car, alignment percentage, and lower payroll
- Served as a primary contact for potential and existing customer base
- Working with Accounts Payable, inventory of merchandise and other company-related paperwork
- Following up with customers to gauge shop performance/customer satisfaction, building quotes and estimates
- Point of contact for technical support regarding GBMS, Excel, Lotus Notes, and other software for the district

Accomplishments

- Safety Captain for the district, communicating safety directives from headquarters to 19 stores across 3 states
- Customer Satisfaction score consistently in the top echelon of the district as ranked by Goodyear CSI calls
- Wheel Alignment percentage among the top levels of the district when emphasized by headquarters
- Gross Margin dollars per car #2 in the district for March 2008, despite lower car volume
- Consistent "Mystery Shopper" scores of 100, showing ability to follow corporate policy for price presentation.

Customer Advisor for Goodyear Gemini

October 2005 – April 2007

Responsibilities and duties

- Served as a primary contact for potential and existing customer base
- Presenting technical information to customers in a manner which would be understandable to clients without an automotive background, as well as relaying customer requests to service personnel
- Additional tasks involved special projects to better organize the shop as well as to create procedures to minimize waste and maximize productivity among office staff and service personnel
- Working with Accounts Payable, inventory of merchandise and other company-related paperwork
- Following up with customers to gauge shop performance and customer satisfaction,
- Building quotes and estimates to provide documentation for recommendations and service records

Developer and Client Contact for iDesign Studios

February 2003 – October 2005

Responsibilities and duties

- Duties involved customer service and troubleshooting for clients, as well as working with clients and the rest of the development team to cultivate a development plan for their project
- Following up with clients to ensure that their project met their requirements, and implementing necessary changes to ensure client satisfaction
- Designing, implementing, and coding websites with database backing, ASP.net, VBScript and javascript

Skills Acquired

- ASP.net programming language (limited proficiency), VBScript (limited proficiency)
- Added to existing abilities with Microsoft Outlook, Adobe Photoshop, Microsoft Word and Microsoft Excel

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Additional Work experience:

Junior Counselor at the Jewish Community Center	1998 – 1999
Served an internship at DoTucson.com - development	1999
Hired on staff as DoTucson.com developer	1999 – 2001
Volunteer youth soccer coach	2000 – 2005
Part-Time Host at Good Egg Restaurant	2002 – 2003
Assistant Coach for Sahuaro High School JV-B Girl's Soccer	2003 – 2004
Freelance web and graphic developer	2001 - Present