

28 minutes ago  
Wayne C. Belliveau

Wayne.belliveau@gmail.com | 843-593-4376 | Columbia, 29045

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### OBJECTIVE

Driven and team-minded professional with 5+ years of experience in the service and retail industries providing high quality customer service by remaining agile, punctual, and positive. Seeking career opportunities that will allow me to grow my leadership skills and use my educational background, and ability to work with others.

### SUMMARY OF QUALIFICATIONS

- Strong leadership skills
- Organized, detail-oriented, and conscientious
- Highly adaptable and comfortable working in a fast-paced environment
- Exemplary problem-solving skill
- Self-starter and highly self-motivated
- Strong customer service skills and experience

### EDUCATION & CERTIFICATIONS

A.A. Business	May 2022
<i>Midlands technical College, Columbia, SC</i>	
B.A. in Tourism Management	In-Progress
<i>University of South Carolina, Columbia, SC</i>	

### WORK EXPERIENCE

<b>Shift Leader</b>	August 2021 – Present
<b>Driver</b>	July 2020 – Present

*Marcos, Downtown Columbia, SC*

- Monitor team performance and ensures duties are performed efficiently
- Communicate any issues that arise during the shift to management
- Ensures compliance with company policies, health, and safety standards
- Opens and closing registers, accounting for the daily intake, and preparing cash deposits
- Serves as a liaison between the store management team and the store associates
- Confirms that client orders are correct
- Answers customer queries and informs customers of current and upcoming promotions
- Delivers food items to the customer's desired location
- Adheres to traffic regulations and road safety protocols when driving

<b>Key Holder/ Omni Lead Specialist</b>	August 2019 – January 2022
<b>Sales Associate</b>	July 2017 – January 2022

*Belk, Columbia, SC*

- Increased store profit margin by over \$800,000 in revenue that led to the stores shift in ranking in 2019
- Managed the store fulfillment process and leading the stores Omni and Operations team
- Led a team of 5+ associates
- Opened and closed registers, accounted for the daily intake, and prepared cash deposits
- Delivered exceptional customer service through customer interaction during the checkout process
- Promoted company metrics such as warranty sales, loyalty program, and credit cards