
Ambreia Toney

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Summary

Thoughtful and organized multi-tasker with 11 years of management experience. Able to self-motivate, prioritize, and effectively work to complete many tasks calmly under pressure.

Skills

- Management
 - Call center
 - Customer care
 - Excel
 - WORD
 - Customer service
 - Microsoft office
 - CSR
 - Microsoft word
 - Accounting
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Experience

Lead Cashier

Dollar General Market • Huntsville, AL

05/2021 - 11/2021

Play an integral role in customer service and overall sales numbers

Clean up minor spills quickly and safely

Maximize positive customer service experience

Assist customers in finding specific grocery items

Walk customers to their cars

Consistently meet and surpass monthly ordering and sales goals assigned by Director of Operations and General Manager

Conducted weekly inventory and placed orders

Collaborate with General Manager, vendors and Merchandisers to ensure smooth operations and consistent stock levels

Ensure items are well-stocked for each shift

Review customer orders and assist in resolving issues quickly

Maintain inventory logs and monitor inventory levels for reordering

Contribute to positive, fun working environment

Answer phones and record detailed messages

Help customers by asking questions and making suggestions for purchases

Track all money received and prepare deposits accordingly

Resolve customer issues promptly and efficiently

Call for department assistance based on customer requests

General Manager

Metro by T-Mobile (authorized dealer) • Huntsville, AL

01/2020 - 02/2021

Motivate team to create friendly environment for customers, implementing sampling program to increase store traffic

Collaborated with corporate Director of Operations, regional GM and Shift Leads to pinpoint opportunities for streamlined processes

Hire, onboard and train new employees, including instructing on food safety, customer service standards and operations

Complete monthly inventory, identifying over/understocking to improve ordering for next quarter

Run daily/weekly departmental meetings

Reduce expenses by monitoring and limiting waste

Clean, answer phones, and serve customers during busy shifts

Manage staff of [how many], including scheduling and overseeing day-to-day operations

Met monthly sales goals for [how many] continuous months

Managed up to [how many] employees during fast-paced shifts, delegating responsibilities to ensure customer satisfaction

Maintain safe, fun working environment

Organize all operations, focusing on quality and consistency

Attend trainings and meetings to maintain status as top-level restaurant

Document and quickly resolve all customer satisfaction issues

Maintain inventory and reorder supplies as needed

Create weekly schedules based on predicted staffing needs, budget and employee requests

Hired and trained 8 employees

Greet all customers with a warm, friendly welcome

Perform opening and closing duties

Collect payments and handle petty cash

Answer phones and make outbound calls as needed

Closely followed standard policies and procedures, ensuring safety and privacy of customer information and finances as well as bank assets

Maintain a positive, friendly attitude at all times

Answer phones and respond to emails in a quick, professional manner

Receive, verify, and report payments

Sales Manager

Assist employees with register during busy shifts

Supervise a team of 4 employees

Design new sales strategies for additional revenue

Develop best practices for team of 8

Assign employees to specific duties to best suit needs of the store

Count cash drawers and make daily bank deposits

Conduct employee evaluations and build development plans

Attend continuing education and training programs for overall success

Plan new training and development programs

Evaluate team performance and provide direction appropriately

Grow sales by 52% through idea and event development

Develop strategies for additional revenue generation

Lead by example for a team of 8

Maintain a strong personal and professional relationship balance

Evaluate sales personnel on a monthly basis and discuss target goals

Train 4 new employees

Recruit, interview, and hire all sales personnel

Education

Advanced High School

J. O. Johnson High School • Huntsville, AL

05/2007

Studied and became conversational in Japanese during a semester abroad in Japan

Graduated summa cum laude—3.7+ GPA

Graduated #11 in my class

Took AP classes

Magnet student for science and foreign language

Band captain

Business student

A.S. in Accounting and Business Management

Calhoun Community College • Huntsville, AL

05/2011

Languages

- English
- Japanese
- Spanish

