

Darren Shanks

Cricket Associate/ Assistant Manager - Cricket Wireless Authorized Dealer

Philadelphia, PA 19121

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215-789-0448

Talented and Driven Assistant with excellent interpersonal skills, used for juggling different tasks while engaging customer with a pleasant personality. Ultimately gaining a amazing rapport with customers, providing inventory support and working on multiple projects simultaneously with higher ups. Detailed, quick-paced while also being responsible and mature who thrives in fast-paced environments. Enjoys working as part of a team to achieve sales goals. . Pursuing

a new role where hard work and dedication will be highly valued. Lastly offering professional retail sale experience while being highly trained on focusing to exceed sale goals.

Work Experience

Cricket Associate/ Assistant Manager

Cricket Wireless Authorized Dealer - Philadelphia, PA

January 2019 to Present

- Handled store operations as Assistant manager
- Lifted store gate entered the alarm and opened the store just in the small amount of time there they

seen that much potential in me to do so.

- When opening the store it comes down to counting the register and making sure you have the correct amount of money in the register to handle transactions through the day.
- I came into the store location I was station at and personally organized and faced the product to appeal to the customer eye.(Was highly praised)
- Handled transactions to ensure customer satisfaction.
- While giving them correct change (of course but heard that has been a problem in other locations)
- In my short time period being at Cricket I also became one of the top 5 sales rep in Philadelphia for Cricket Wireless.

Assistant

Iron Mike Constructions - Philadelphia, PA

2013 to Present

Leading the team on mini-projects

- Contacting and scheduling times we could work at the site with clientele.
- Took initiative and even handled a few projects on my own accord.
- Appointed to install numerous appliances such as, dryers and washing machines into both business'

and private homes

- Handled the transport of multiple appliances between sites with company vehicles
- Assist in electrician task and installed sheet rock in multiple locations

Security officer

Iron Mike Constructions - Philadelphia, PA

July 2018 to November 2018

- Protect and Inspect art work. (Before, during, and after shift)
- Communicate with the customers and the clients to ensure their safety and just to also give them a positive experience while there in are establishment.
- Lastly, I also patrol the galleries for any possible hazards or dangers.

Team-Member (Kitchen Associate)

Iron Mike Constructions - Philadelphia, PA

2017 to 2018

- Closed the store location plenty of times made sure location was clean and stock for next day.
- Delivered catering orders and received high praise about my customer service from the clientele.
- Clean and change filter for French fry's fryer and chicken fryer
- Knowledge of food preparation
- Proficient in Sandwich Making, French fries and nuggets
- While completing in-store orders to other business with speed and accuracy to guar tee a customer return

Education

Diploma in Psychology

Philadelphia Barber School

2016 to 2017

High School Diploma

Millersville University (Returning to College) - Lancaster, PA

September 2014 to 2015

Charter High School for Architecture and Design - Philadelphia, PA

2014

Skills

Customer Satisfaction (6 years), Cash Register Competence (2 years), Organizational Skills (6 years), Facing Product (6 years), Communication (10+ years), Customer Retention (6 years), Customer Relations (6 years)

Certifications/Licenses

Security Guard