

ANDREW PUPO

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EXPERIENCE

MARCH 2021 – PRESENT

CORPORATE TRAINER, NEW ACQUISITIONS

- Generated sales in a fast-paced environment. Worked sales and marketing for top Fortune 500 companies inside retail stores.
- Built and managed sales teams that met or exceeded weekly sales goals. Provided consulting services for sales teams on how to stay profitable.
- Company leadership: screened and evaluated prospective new employees, including preliminary assessment and 1st, 2nd, and 3rd round interviews.
- Responsible for training and developing new employees.
- Managed backend work including employee scheduling, payroll, tracking of profit & loss for accounts.
- Participated in a management training program.
- Acquired and implemented skills to initiate, plan, execute, monitor and close sales projects.
- Selected to participate in a national and regional sales & management conference for the organization.

AUGUST 2012-JANUARY 2017 AUGUST 2018 – MARCH 2021

REPLENISHMENT TEAM MEMBER, MICHAELS ARTS AND CRAFTS

- Developed excellent customer service skills, interacted with customers in a positive and respectful manner, managed customer inquiries, collaboratively worked with customers to solve problems.
- Worked cooperatively on a team, was considered a natural leader among team members, assisted other team members in solving customer service issues.
- Participated in unload and inventory-stocking processes, consistently met deadline and accuracy goals.
- Was responsible for visual merchandising and stock replenishment, executed company policies and standards with attention to detail and accuracy.

JANUARY 2017 – AUGUST 2018

ASSITANT MANAGER, COMPLETE NUTRITION

- Implemented company workflow procedures daily, ensured store operations ran smoothly and without interruption.
- Strong leadership, training, and problem-solving skills. Managed escalated customer service cases.
- Recruited, trained and developed new employees.
- Generated sales through visual merchandising, promoting products, and marketing.
- Managed store inventory and ordering, incorporated seasonal fluctuations into inventory management.
- Directly interacted with customers, assessed customer needs, rectified problems, implemented relevant solutions.
- Managed sales calls with vendors and customers.

EDUCATION

SEPTEMBER 2008- MAY 2012

B.S BUSINESS MANAGEMENT, LAGRANGE COLLEGE

- Concentration in Entrepreneurship, which focused on business creation, operations and management.
- Created business plans for local businesses to improve profitability and growth.

SKILLS

- Customer Service
- Detail-Oriented
- Management Experience
- Excellent Leadership Skills
- Problem Solving
- Time Management
- Retail Sales
- Microsoft Office Suite proficient

ACTIVITIES

- Football and Baseball coach at multiple high schools from 2012-2020.
- USAW L1 Weightlifting coach and national-level Olympic Lifter at Cherokee Barbell
- Collegiate Athlete at Lagrange College playing football for 4 year 2008-2011