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Marcus Ellerbee

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Experience

NOVEMBER 2020 – PRESENT

7-11 Assistant Manager / Virginia Beach, VA

- Input time and attendance to ensure that all employees are paid accurately and timely.
- Process and maintain copies of time off request and missing time punch forms to assure corrective actions are handled as appropriate.
- Reconcile any pay discrepancies.
- Monitor sales transactions to ensure sales procedures are followed properly.
- Review and resolve differences between accounting information and cash drawer.
- Prepare and make bank deposits.
- Create and analyze sales reports to identify trends, maximize sales, and maintain adequate inventory.
- Track inventory by performing audits, reconciling discrepancies, and identifying shrinkage.
- Maintain visual merchandising in accordance with company standards and policies.
- Restock, arrange, and organize merchandise to drive product sales and minimize theft.
- Communicate with vendors regarding orders and scheduling delivery of merchandise.
- Assist with the recruitment and hiring of staff and provide input for employee performance evaluation.
- Train staff on store operations, company policies and procedures, and use of company equipment and software.
- Manage employee work schedules ensuring adequate coverage to meet business demand.
- Assign and supervise tasks as appropriate and ensure that all assignments are completed timely and correctly.
- Maintain a safe and organized store by keeping aisles free of merchandise and boxes.
- Promote customer loyalty and consistent sales by delivering excellent customer service.

AUGUST 2020 – PRESENT (Remote)

Jump for Youngsters Party Planning Services Office Assistant/Upper Marlboro, MD

- Prepare budget estimates for supplies and equipment by searching for best vendor.
- Verify cost of supplies and equipment are included in the final budget submission.
- Reconcile budget estimates to actuals.
- Review vendor invoices for accuracy and completeness.
- Identify discrepancies and resolve them as appropriate.
- Prepare vouchers with supporting documents to ensure timely payment.
- Track and reconcile purchase card transactions.
- Coordinate with vendors regarding invoicing, payment inquiries, and billing discrepancies.

- Track delinquent accounts and contact customers to discuss outstanding payments.

- Maintain complete and detail records of all transactions.
- Prepare monthly accounts receivable and payable reports for management.
- Provide timely, courteous, and knowledgeable responses to information request both orally and written.
- Schedule events and send confirmation email.

MAY 2018 – JULY 2019

YMCA Summer Camp Counselor / Washington, D.C

- Implemented an attendance process which streamlined the drop-off and pick-up of campers.
- Planned and organized a broad range of daily activities which were inclusive of all campers.
- Gamified learning activities to drive camper engagement.
- Kept campers active and engaged in activities while maintaining a safe environment.
- Monitored the well-being and progress of all the children.
- Coached and mentored junior camp counselors.
- Maintained program records including incident reports, daily attendance sheets and logs.
- Communicated routinely with the families of campers keeping them informed of planned activities and their child's progress.
- Maintained positive relationships with parents and campers.

MAY 2017 – MAY 2018

Professional Mover / Beltsville, MD

- Loaded and unloaded the truck and properly secured items to prevent damage to deliveries.
- Verified deliveries against shipping instructions.
- Kept detailed records of completed or in-progress deliveries with hand-held device.
- Arranged and assembled furniture at destination according to customer's request.
- Provided exceptional professional customer services to customers.

Skills

Microsoft Office • Google Drive/Cloud Applications • Excellent Verbal and Written Communications • Outstanding Customer Service • Detail Oriented • Analytical • Problem Solver • Strong Organization and Time Management • Flexible • Dependable • Quick Learner •

Education

AUG 2018 – DEC 2022

Bachelor of Science, Cybersecurity / Old Dominion University

References

Available upon request