

# TREVOR BEMBRY

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## SUMMARY

Aspiring Human Resources Manager that will offer employee relations and business management expertise paired with first-rate communication and problem-solving abilities. Strategic and well-rounded professional managing and overseeing various aspects of HR. Commended for building trusting relationships within organization to support business needs.

## SKILLS

- Opening and Closing Procedures
- Sales Leadership
- Decision Making
- Customer Service Management
- Computer Proficiency
- Delegation and Supervision
- Staff Coaching and Training
- Retail Operations
- Flexible Work Schedule
- Team Building and Motivation
- Scheduling and Time-Tracking
- Recruitment and Training
- Microsoft Office

## EXPERIENCE

11/2023 - Current

### Insurance Consultant

Progressive - Remote

- Provided ongoing customer service support, responding to inquiries in a timely manner.
- Educated clients on industry standards, regulations and best practices related to insurance coverage.
- Monitored renewal dates to ensure that policies are updated as required.
- Met with division leaders and consultants to discuss strategies to increase sales.

07/2020 - 11/2023

### Front End Supervisor

The Home Depot Inc - Virginia Beach, VA

- Delegated work to employees based on shift requirements, individual strengths, and unique training.
- Organized and updated schedules to optimize coverage for expected customer demands.
- Emphasized customer service excellence through ongoing training of front-line team members to improve customer service ratings.
- Resolved customer problems by investigating issues, answering questions, and building rapport.

09/2018 - 07/2020

### Head Cashier

The Home Depot Inc - Virginia Beach, VA

- Trained new team members in cash register operation, stock procedures and customer services.
- Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
- Managed employee scheduling according to availability, forecasted

customer levels and labor cost controls.

**04/2017 - 09/2018**

**Front End Associate**

**The Home Depot Inc** - Virginia Beach, VA

- Handled credit applications from customers, liaised with credit manager for approvals and account setup and processed credit card payments.
- Operated register for cash, check and credit card transactions, maintaining accuracy.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.

**01/2015 - 06/2017**

**Manager**

**Kmart, Sears Holding** - Virginia Beach, VA

- Assigned tasks to associates to fit skill levels and maximize team performance.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Trained employees on additional job positions to maintain coverage of roles.
- Coordinated ordering, receiving merchandise, pricing and stocking to maintain appropriate product levels on shelves.

**05/2014 - 01/2015**

**Merchandise Associate**

**Kmart, Sears Holding** - Virginia Beach, VA

- Moved merchandise to retail areas and added new products to shelves, racks and bins in neat and well-presented fashion.
- Assisted in gathering and moving materials and equipment for assigned displays.
- Printed labels and tags for for-sale merchandise.
- Placed prices and descriptive signage to enhance displays and promote items.
- Organized engaging front-facing displays to capture customer interest and drive revenue growth.

**09/2012 - 05/2014**

**Cashier**

**Kmart, Sears Holding** - Virginia Beach, VA

- Helped customers find specific products, answered questions and offered product advice.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Answered customer questions, provided store information and directed customers to designated store areas.
- Operated cash register, collected payments and provided accurate change.

**EDUCATION AND TRAINING**

**06/2020**

**Associate of Science:** Human Resources Management

**Tidewater Community College** - Virginia Beach, VA

- 3.8 GPA

**Bachelor of Science:** Human Resources Management  
**Old Dominion University** - Norfolk, VA