

# TIMOTHY C. WOODS

(757) \*\*\*\_\*\*\*\*

Virginia Beach, VA

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## QUALIFICATIONS SUMMARY ◇

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Retail Sales and Customer Service Professional with over 3 years experience. Consummate worker who excels in a fast-paced customer focused work environment. Highly skilled in communicating with customers in an accurate and concise manner which is easily understandable. Able to communicate with team members and management from a solutions-based point of view when discussing issues related to customer sales and service, office policies, and administrative procedures.

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## CORE COMPETENCIES ◇

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|--------------------|------------------|-------------------------|
| ✓ Customer Service | ✓ Communications | ✓ Policies & Procedures |
| ✓ Active Listener  | ✓ Friendliness   | ✓ Patience              |
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## PROFESSIONAL EXPERIENCE ◇

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### FARM FRESH

Virginia Beach, VA

Aug 2016 – Jun 2017

#### Cashier

- Provided prompt, efficient and friendly customer service by exhibiting caring, concern and patience in all customer interactions and treated customers as the most important people in the store.
- Smiled and greeted customers in a friendly manner, whether the encounter took place in my designated department or elsewhere in the store.
- Assisted customers by: escorting them to the products they're looking for, securing products that were out of reach, loading or unloading heavy items, made note of and passed along customer suggestions or requests, performed other tasks in every way possible to enhance the shopping experience.
- Worked with co-workers as a team to ensure customer satisfaction and a pleasant work environment.
- Operated cash register accurately and scanned all products.
- Redeemed promotional coupons, food stamps, WIC checks, rain checks, received cash, checks, EFT transactions, in-store charges and figured discounts, as well as, counted back change, issued receipts and Catalina coupons.
- Placed merchandise in cart in a neat, organized fashion. Assisted courtesy personnel as needed.
- Answered customer questions and concerns and followed-up with appropriate personnel.
- Understood and followed local, state, and company policies on sales of tobacco and liquor.
- Ensured compliance with local, state, and federal guidelines regarding WIC and food stamps.
- Required to know value, look-up numbers, department numbers, and features of items for which money was received.

### SEASIDE LANES

Virginia Beach, VA

Aug 2018 – Jul 2019

#### Recreation Assistant - Bowling

- Communicate with customers from a wide range of culturally diverse backgrounds.
- Greets all patrons and assigns lanes, league and open play cards in numerical sequence, collects shoe rentals, bowling fees and locker fees. Advises customer on the type and weight of ball suitable for their use.
- Sells bowling equipment and accessories. Rings sales on cash register and makes change, assuring all cash handling requirements are met. Maintains a change fund and completes a daily activity report for all receipts.
- Answers routine questions from patrons regarding schedules, equipment services, prices, etc.
- Relays patron suggestions and complaints to the manager on duty. Maintains record cards as appropriate. Maintains storerooms, and customer areas in a state of cleanliness, ensuring they are free of trash and are properly stocked.

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## **Auto Bell Car Wash**

Virginia Beach, VA

Aug 2019 – Oct 2020

### **Team Member**

- Communicate with customers from a wide range of culturally diverse backgrounds.
- Effectively address customers' concerns and needs as they relate to their overall satisfaction and individualized needs to build lasting relationships.
- Maintains a safe work environment by executing safe driving procedure, and proper loading of vehicle on moving conveyor belt. Drives vehicles out of the exit end of the car wash and to the detail area while using safe driving procedure. Safely directs ride-thru customers from exit end with auditory and visual directions.
- Ensures delivery to proper owner through adherence of claim check policy and procedures.
- Communicates with customers and provides excellent customer service.
- Reports problems related to customers, employees, equipment, and supplies to management.
- Maintains a neat personal appearance and presents himself/herself in a favorable manner to the public.
- Follows all best practices for personal hygiene and infection control.
- Cleans and disinfects the store lot, lobby, offices, restrooms, and equipment.
- Sweeps, mops, cleans windows, cleans restrooms, restocks general supplies, empties trash, and sprays the bay with hose.

## **Kohls**

Virginia Beach, VA

Oct 2020 – Dec 2020

### **Retail Sales Associate**

- Communicate with customers from a wide range of ethnic backgrounds.
- Effectively address customers' concerns and needs as they relate to their overall satisfaction and individualized needs to build lasting relationships.
- Provide excellent customer service, while delivering curbside pickup orders.
- Executed the gathering of items for online orders for shipment and in-store pick up.

## **BAE Systems**

Norfolk, VA

Sept 2021 – Sept 2022

### **Carpenter Shop Apprentice**

- Assisted senior carpenters in the construction, repair, and maintenance of shipboard and industrial structures, including bulkheads, decking, and framing.
- Utilized power tools and hand tools to cut, shape, and assemble wood, plywood, and other materials used in ship construction and outfitting.
- Read and interpreted blueprints, technical drawings, and ship specifications to support accurate and safe construction processes.
- Installed temporary access structures such as scaffolding, safety rails, and ladders to enable shipyard operations.
- Conducted routine inspections and measurements to ensure components met quality and safety standards.
- Supported the fabrication and installation of shipboard enclosures, insulation barriers, and protective casings.
- Maintained a clean and organized work area, adhering to OSHA and shipyard safety protocols at all times.
- Gained hands-on experience with marine-grade materials and shipbuilding practices in a high-paced, team-oriented environment.

# TIMOTHY C. WOODS

## EDUCATION

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|-----------------------------------------|--------------------|---------------------|
| <b>TIDEWATER COMMUNITY COLLEGE</b>      | VIRGINIA BEACH, VA | Aug 2018 – May 2021 |
| ➤ Associate of Science, General Studies |                    |                     |
| <b>LANDSTOWN HIGH SCHOOL</b>            | VIRGINIA BEACH     | Jun 2016            |
| ➤ Advanced Diploma                      |                    |                     |