

# SAMUEL DUPERVIL

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## OBJECTIVE

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**Customer oriented management professional with strong customer service and sales skills. Possessing expert knowledge in providing excellent customer experiences and a spirit of teamwork and leadership. Desires to gain management position within the company.**

## SKILLS & ABILITIES

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**Customer Service | Problem Solving Abilities | Outstanding People Skills | Inventory Management | Issue Resolution | Attention to Detail**

## EXPERIENCE

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04/2019 -

Current

### **Assistant General Manager**

- Manage Day to Day operations of restaurant.
- Hiring and payroll Management.
- Inventory Management of liquor and drygoods for the restaurant.
- Stepping in where needed, bartending, serving, and hosting.

12/2017 -

03/2019

### **Administrative Assistant, *Real Property Management Southern CT***

- Acknowledged customer issues and resolved their problems quickly and efficiently.
- Effectively communicated with other employees and upper management to ensure complete care of customers.
- Fulfilled administrative duties, including: completing and filing paperwork, directing a multi-line phone and setting appointments.
- Conducted housing inspections and property viewing for tenants and potential tenants

9/2016

-11/2017

### **Assistant Store Manager, *AT&T***

- Attended workshops, seminars, and other training events to improve management qualities.
- Started as an entry-level associate and worked in every position at store up to Assistant Store Manager..
- Resolved conflict between customers, between employees, and between customers and employees.
- Responsible for inventory, pricing, merchandising, and displays.

<p>10/2011 – 9/2016</p>	<p><b><i>Retail Sales Consultant, AT&amp;T</i></b></p> <ul style="list-style-type: none"> <li>● Acknowledged customer issues and resolved their problems quickly and efficiently.</li> <li>● Assisted clients in understanding their available options and helped them select the right service plans for their needs.</li> <li>● Informed customers about current promotions and sales, encouraging them to take advantage.</li> <li>● Contacted existing and new customers to discover their needs and to explain how certain products could be useful to them.</li> </ul>
<p>4/2011 – 12/2011</p>	<p><b><i>Server, Clyde's of Columbia</i></b></p> <ul style="list-style-type: none"> <li>● Assisted hosts and hostesses with seating of guests during rush times.</li> <li>● Calculated check amounts and split checks when parties requested separate checks.</li> <li>● Completed an entire food service and training course when hired as a restaurant server.</li> <li>● Completed all side work after completion of dining service.</li> <li>● Delivered outstanding customer service by serving food and drinks to guests.</li> <li>● Demonstrated responsible alcohol serving practices by checking guest identification and ensuring that guests were not over served.</li> <li>● Helped resolve guest problems by remaining positive, friendly and respectful.</li> <li>● Recommended entrée or drink choices to guests by listening to their preferences and concerns.</li> <li>● Used the point of sale, or POS, system to place orders and print checks.</li> </ul>

EDUCATION

8/2002 – 6/2006      **Diploma: New Britain, CT : New Britain High School**