

Darshell Antoszewski

Front End Supervisor

✉ darshell.antoszewski@gmail.com

☎ (156) 472-2762

📍 25 Maple Street, Portland, ME
04101

Education

**Associate of Applied Science
in Business Management at
Southern Maine Community
College, South Portland, ME**

Sep 2017 - May 2022

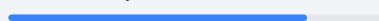
Relevant Coursework: Business
Communication, Financial
Accounting, Principles of
Management, Marketing,
Business Law, Human Resources
Management, Managerial
Accounting, Economics, and
Operations Management.

Links

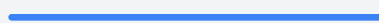
[linkedin.com/in/darshellantoszewski](https://www.linkedin.com/in/darshellantoszewski)

Skills

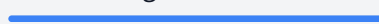
Leadership



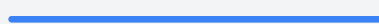
Communication



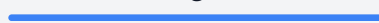
Time management



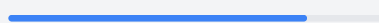
Customer service



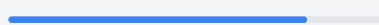
Problem-solving



Teamwork and collaboration

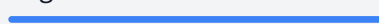


Attention to detail

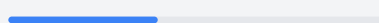


Languages

English



Italian



Profile

As a dedicated Front End Supervisor with over a year of experience, I have successfully overseen the daily operations of retail establishments, ensuring a seamless customer experience. My leadership skills and ability to train and motivate team members have resulted in increased efficiency and productivity, while my strong communication abilities have fostered a positive work environment. I have consistently demonstrated a keen eye for detail, ensuring that all transactions and processes are accurate and efficient. My commitment to maintaining exceptional customer service standards has helped to drive customer satisfaction and loyalty, ultimately contributing to the overall success of the business.

Employment History

Front End Supervisor at The Home Depot, ME

Jan 2023 - Present

- Increased customer satisfaction rating by 20% within the first six months of taking on the role, by implementing new training procedures, monitoring employee performance, and addressing customer complaints promptly.
- Successfully managed a team of 15 front-end associates, reducing staff turnover rate by 10% in one year through effective scheduling, proper communication, and performance incentives.
- Boosted sales revenue in the store by 12% over a period of nine months by introducing upselling strategies and cross-selling initiatives, as well as optimizing the front-end layout for better product visibility and accessibility.

Assistant Front End Supervisor at Walmart, ME

Sep 2022 - Dec 2022

- Successfully managed a team of 15 cashiers, achieving a 10% increase in overall customer satisfaction ratings within the first six months.
- Streamlined the checkout process and reduced average wait times by 20%, leading to an 8% increase in repeat customers during peak shopping hours.
- Implemented a new employee training program that reduced cashier errors by 25% and increased overall productivity by 15%.

Certificates

Certified Front End Supervisor (CFES)

Sep 2021

Professional Scrum Master (PSM)

Nov 2019

Memberships

International Customer Service Association (ICSA)

Society for Human Resource Management (SHRM)