

Victor Reid

47 Chestnut St.  
Manchester, CT 06040

Tel: (860) 994-9119  
Email: victorreid16@gmail.com

---

## EDUCATION

---

**Big Picture High School**- Bloomfield, CT  
College Prep (High School) | September 2008- June 2011

---

## CORE COMPETENCIES

---

Communication Skills	Time Management	Customer Service
Problem-Solving	Attention to Detail	Excellence
Team Collaboration	Multi-tasker	

---

## PROFESSIONAL EXPERIENCE

---

**FedEx**, Willington, CT

Package Handler- November 2024 - Present

- Sorted packages by destination and size, maintaining a high level of accuracy to meet daily shipping and delivery goals.
- Efficiently loaded and unloaded packages from delivery trucks, ensuring accurate sorting and timely processing of shipments.
- Operated material handling equipment including hand trucks and conveyor systems, to facilitate the movement of packages within the facility.

**Aldi's Warehouse**, East Windsor, CT

Warehouse Associate, Trainer (3<sup>rd</sup> shift)- March 2023 – November 2024

- Efficiently received, unloaded, and organized incoming shipments, ensuring accurate inventory management and stock levels.
- Operated warehouse equipment, including forklifts and pallet jacks, to transport products safely and efficiently within the warehouse.
- Picked and packed orders accurately for distribution to stores, ensuring timely delivery and minimal errors.
- Collaborated with team members to optimize workflow and improve overall efficiency in warehouse operations.
- Trained new associates in warehouse position.

**Terminix**, Windsor, CT

Sales Representative- September 2022 – March 2023

- Developed and maintained strong relationships with residential and commercial clients to generate leads and drive sales for pest control services.
- Conducted thorough inspections of properties to identify pest issues and recommend appropriate treatment plans tailored to client needs.
- Collaborated with the operations team to ensure seamless service delivery and high customer satisfaction, leading to repeat business and referrals.
- Maintained detailed records of customer interactions, sales activities, and market trends in the CRM system.

**LL Flooring, Hartford, CT**

Sales Associate- July 2021- September 2022

- Provided exceptional customer service by assisting clients in selecting flooring products that meet their needs, preferences, and budgets.
- Demonstrated product knowledge of various flooring options, including hardwood, laminate, vinyl, and tile, to educate customers and facilitate informed purchasing decisions.
- Managed sales transactions and processed orders efficiently using the point-of-sale system, ensuring accuracy and customer satisfaction.
- Followed up with customers post-purchase to ensure satisfaction and address any questions or concerns, fostering long-term relationships.
- Assisted in inventory management, including restocking shelves, organizing merchandise, and conducting regular inventory counts.

**TD Bank, Springfield, MA**

Teller I- June 2019- May 2020

- Provided exceptional customer service by accurately processing a variety of financial transactions, including deposits, withdrawals, and transfers.
- Assisted customers with account inquiries, resolving issues, and offering solutions to enhance their banking experience.
- Conducted cash handling duties, ensuring compliance with security and operational procedures mitigate risk.
- Promoted bank products and services to customers, effectively identifying opportunities for cross-selling and increasing customer engagement.
- Maintained a balanced cash drawer and prepared daily reports of transactions, ensuring accuracy and adherence to bank policies.

**Stop & Shop- Springfield, MA**

Customer Service | May 2015- June 2019

- Handled cash transactions, processed refunds, and managed exchanges while ensuring accuracy in cash handling and adherence to store policies.
- Resolved customer complaints and concerns promptly and effectively, enhancing customer satisfaction and loyalty.
- Assisted with organization and stocking of merchandise, ensuring customer service area remained clean and well-organized.
- Educated customers about store promotions, loyalty programs, and services offered, driving customer engagement.
- Collaborated with team members to ensure smooth operations and effective communication throughout the store.