

# JASON DYER

## CONTACT



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[Personal Website](#) / [LinkedIn Profile](#)

## SUMMARY

Meticulous professional with 5 years experience in customer service and E-commerce management. Demonstrated expertise in leading teams to achieve operational excellence and exceptional customer satisfaction. Adept at implementing and refining standard operating procedures to enhance efficiency and drive business growth. Proven ability to consistently meet and exceed sales targets while maintaining high-quality service standards. Seeking a challenging role in a forward-thinking organization committed to innovation and growth.

## MANAGEMENT SKILLS

- Written/Oral Communication
- Workload Delegation
- Concise Coaching
- Scheduling

## TECHNICAL SKILLS

- Microsoft Office
- Point of Sale Software
- HTML5
- CSS3

## EDUCATION

### LAKEVIEW HIGH SCHOOL

Saint Clair Shores, MI

Graduating Class of 2013

## INTERESTS

- Brazilian Jiu-Jitsu Blue Belt
- 12x Half-Marathoner
- Software Development

## VOLUNTEERING

### DETROIT RESCUE MISSION

Frequent Volunteer

June 2012 - 2023

## WORK EXPERIENCE

### E-COMMERCE MANAGER

The Kroger Company | 2016 - 2021

- Attained the highest monthly Kroger Pickup customer feedback of 90% or better 15 times in the Michigan Division.
- Established and implemented standard operating procedures, increasing employee performance and ensuring customer satisfaction.
- Consistently achieved \$100,000 a week in sales through the Kroger Pickup online ordering service.
- Trained and mentored new employees, resulting in a 93% retention rate over one year.
- Collaborated with the HR Manager to conduct over 50 associate interviews, contributing to improving team performance throughout the location.

### OUTBOUND PROBLEM SOLVE TEAM LEAD

Amazon.com, Inc. | 2021 - Present

- Promptly located and resolved issues with customer shipments reducing error rates by 50%.
- Communicated thoroughly with area managers and department leadership daily to ensure smooth operations.
- Implemented new standard operating procedures to decrease delayed shipments by 90%.
- Utilized various computer applications to monitor shipments, securing timely delivery to enhance customer satisfaction.
- Trained over 30 associates on numerous computer applications, enhancing their proficiency and ensuring departmental success.