

Penny Mayfield
3073 J. G. Ross Ave.
Morganton, NC 28655
Home: 828-584-8555
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EDUCATION:

East Burke High
Icard, NC
High School Diploma
Graduated in 1984

WORK HISTORY:

Rural King Dec. 8th, 2016 to present
Morganton, NC 28655

Assistant Manager

Currently over seeing Pets, The Pantry and Apparel Depts. I make sure my Dept. Managers are working their daily notes and follow up behind them on making sure on hands are correct. Checking to make sure pricing is correct and label properly. Over seeing the hiring for my areas. Provide positive feedback to help people understand their job better. Also coach people when needed. Verify bank deposits and keep safe balanced. Have to help with complaints and listen to the customer to make things right. Must check in guns with their invoice to make sure we got the right product. Was a dept. manager for a year before promoted to asst. manager. As dept. manager I had to make sure my dept. was zoned and shoppable for customers. Maintain my on hands and keep my stock out of the back to sell. Also provide customer service and help answer their questions.

Foodlion #1665 April 25, 2012 to Feb. 12, 2015
576 E. Fleming Dr.
Morganton, NC 28655

Office Assistant

Main duties is to maintain our office. Opening the store by putting money in registers and running morning reports. Have to close out the days business from the day before by counting the money and making the bank deposits. Have to make sure money reports match the computer and if not, figure out why and fix it. Must run all reports to be matched to paper work and then filed correctly in cabinet. End of the week, all weekly reports and papers must be matched again to be sent to home office. Closing the store, all registers must be shut down and money accounted for. Must go on computer to enter all info to see if registers are short or over. Nightly reports are run to match totals on computer.

Took care of the service desk with customers returns, complaints, money orders along with sending money through money gram. Also ran a register and made sure cashiers were able to take their breaks in a timely manner.

Also was trained on checking in vendors. Must use handheld computer to check in the merchandise they bring in to maintain our inventory. Run off their invoices for them and file in the correct folders. Was also trained in receiving to scan out out-of-dates to be packed up to send back.

Walmart Sept. 15, 1987 til Dec. 5, 2011 24 years

1227 Burkemont Dr.
Morganton, nc 28655

Dept. manager for 16 years

Was in charge of automotives and it was my duty to stock shelves, make sure all prices were correct and displayed for the customers. Used the computer to make sure all orders of merchandise was placed and inventory was maintain correctly. Provide customer service to all customers in helping finding what they need and to answer any questions they may had. I also had to build displays for products that was in season at the time to drive sales while maintaining an inventory so I wouldn't have any out of stocks.

Customer Service Manager for 6 years

Duties included help running the front end of the store. Provided help for the cashiers if they needed it. Maintain a cash drawer for making loans for check cashing. Operated a register when needed. Also done returns at the service desk. Handled customer complaints and followed up on them to make sure the customer was satisfied. Multi-tasking was a must for being pulled in all directions. Had to keep on top of things to keep everything running smoothly.

I also was sent out to other Walmart's as a set-up supervisor. As a supervisor I had a team of 10 to 12 and we was in charge of setting up different deptments in the store. We moved counters and reset the modulars for the products. We had to keep to a tight schedule due to the Re-Grand openings of these stores. Was also crossed trained to work in cash office along with working in receiving.

I have had a small amount of helping in the hiring process. Looking through applications and setting up interviews. Also performed interviews to qualified applicates.

I was also over the charity committee for Children's Miracle Network. I organized events to raise money for this charity. Some events was golf tournaments, putting together everything we needed to work the Morganton festival for 2 days and a number of events we had at the store.

Community:

In the past, I was working with a great charity. American Cancer Sorciety/Relay For Life of Burke County. I was with Relay for about 11 years and been on the committee for it about 10 years. I work for the logistics of it meaning I basically help with all the behind the scene parts of putting together the Relay. We get the site for it, set up campsites, help teams with what ever they need and answer

question they may have on how everything is set up. Have to make sure the stage is in place and sound crew is ready for it. Being organized is top priority in making it work. I really enjoy doing charity work and raising money for a cause.

I consider myself a fast learner and enjoy learning new things. I do not shy away from computers or programs that I am not acquainted with. I believe communication is a key factor in any job you do. I work well with others but I can work on my own also. I am a self starter once I know what is expected of me and what is expected to get the job done. I believe safety in the work place is a plus and watching out for the company's bottom line. Noone wants to lose money in a business.