

# David Archer

AWS · Project Management · FullStack Development

Lean Six Sigma Green Belt · OSHA 29 CFR 1910

[www.davidarcher.tech](http://www.davidarcher.tech) | [777Archer](https://www.linkedin.com/company/777Archer)

## Introduction

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I have over 17 years of customer service and customer care experience, more than 3 years of which were in a managerial capacity, including more than 3 years in a supervisory role.

## Work Experience

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### Glendale Community College

#### Student Assistant II

Hours Per Week: 40

Schedule Type: Full-Time

January 2011 - September 2020

- Provided work direction and training to 2 - 6 hourly Student Workers.
- Utilized Microsoft Excel to compile and maintain student record of disabled students associated with the Disabled Student Programs and Services Department.
- Ensured that disabled students had appropriate seating arrangements in classrooms, assigned note takers, and working electronic devices.
- Determined students with disabilities needs and provided directions. Including coordinating with staff members and academic professors to make sure that 100% of campus classroom accommodations were disable friendly.
- Assisted in the planning and coordination of program activities.
- Prepared reports after reviewing and comparing Excel data.
- Provided student data to relevant college staff members as requested.
- Ordered office supplies and maintained inventories.
- Coordinated with Glendale Community College Police Department and Disabled Student Programs and Services Department to provide further assistance to disabled students, faculty members, and staff members within college premises.
- Verified and ensured that Student Worker employee time sheets had been inputted correctly before submitting them to the Payroll Department.

### Home Depot

#### Sales Consultant

Hours Per Week: 30

Schedule Type: Part-Time

August 2016 - November 2017

- Proactively solicited and acquired new customers inside and outside The Home Depot stores and exceeded monthly sales targets from 30% to 50%.
- Sought out new referrals and developed and maintained relationships with store management and employees.
- Attended sales and store team meetings to continually improve sales techniques and learn about Home Depot's product offerings.
- Liaised with customers and recommended specific products and specials aligning with their needs, requirements, and specifications.
- Led customers to appropriate merchandise, provided options and shared features and benefits to help them make a buying decision.
- Achieved sales targets through department and product knowledge, by providing information on product features and related items to sell an entire project to customers.
- Staged merchandise to the sales floor.

## Ginosi

### Manager I

Hours Per Week: 40

Schedule Type: Full-Time

September 2013 - August 2016

- Managed and guided 28 hourly employees, in addition to mentoring, supporting, and coaching 4 direct report salaried supervisors, and provided guidance and oversight to ensure compliance with all applicable Ginosi Policies.
- Oversaw a budget of \$200,000 involving a large-scope project for the renovations of 12 units out of a 50-unit apartment complex.
- Solicited, presented proposed plans, and applied actions after buy-ins from stakeholders, leading to increased occupancy rate by 30%.
- Utilized interpersonal and communication skills to lead, influence, and encourage others; advocated sound financial and business decision-making, demonstrated honesty and integrity as well as leading by example.
- Developed project plans - defining project scopes, objectives, activities, milestones, budgets, and other resource requirements.
- Interacted with cross-functional teams (sales, proposal, purchasing, engineering and maintenance) to execute projects.
- Coordinated, and oversaw job-related activities and assignments by developing and maintaining relationships with hotel guests, tenants, and potential guests. Alternatively, I established high-quality relationships with both site and regional leadership.
- Ensured adherence to quality standards.
- Continuously analyzed and managed the training of employees on ways to improve team productivity, efficiency, and quality to meet the growing needs of the company.
- Handled complaints, settled disputes, and resolved grievances and conflicts, and otherwise negotiated with others.
- Configured and installed Wi-Fi Routers, Smart TVs within hotel units and ensured safe connectivity of hardware to the company's internet.
- Maintained computer hardware records/logs of repairs and fixes and maintenance schedule.
- Identified and troubleshooted computer or network equipment issues and ordered replacements or purchased new hardware.
- Ensured security and privacy of networks and computer systems.
- Responded to all guest concerns and ensured all staff members were trained appropriately and verified that they had the capabilities to meet expectations.
- Conducted surveys on hotel guests and apartment residents to gather data on their satisfaction level: pros and cons of their stay, and their complaints. Survey findings were discussed during meetings with upper management.
- Coordinated with plumbers and electricians and hired the ones whose quotes and workmanship aligned with the company. Assigned scheduled maintenance tasks to ensure the continuous maintainability of the entire apartment complex after the appropriate plumbers and or electricians where hired.

## Home Depot

### Overnight Freight Team Supervisor

Hours Per Week: 40

Schedule Type: Full-Time

April 2010 - September 2013

- Supervised, supported, mentored, and motivated 15 direct report hourly employees.
- Streamlined critical workflows for executing key processes and developed methods for improving and establishing controls for critical processes.
- Translated business requirements into projects, activities, and tasks to align to the overall business strategy. Served as an interpreter and conduit to connect business needs with tangible solutions and results. Lastly, recommended new processes and ways of working.
- With OSHA best practices in mind, implemented process improvements through the utilization of Lean processes to increase productivity output by 58%, thereby saving The Home Depot money and making it possible for my direct reports to clock-out 60 minutes early each 5-day working schedule (assuming no further work was needed).
- Trained new Freight Team employees, coordinated with Night Operations Assistant Store Manager in order to delegate tasks to employees. Increased direct report working speed-rate by 50% (from 42% to 92%) by eliminating waste through Lean processes.
- Ensured store readiness, organized aisles and overheads and inventory management.
- Utilized Forklifts, Manual Pallet Jacks, and Walkie Pallet Rider to deliver freights to their intended isles.
- Ensured that employees shelved newly arrived freights to their designated Departments: Flooring, Electrical, Plumbing, and Hardware.
- Managed employees performance through development, communication, rewards and recognition, and provided ongoing feedback, coaching, and mentoring.
- Ensured that all Safety and Asset Protection standards and protocols are clearly communicated and followed.

# Education

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## Western Governors University

🎓 [Master of Business Administration](#)

[www.davidarcher.tech/mba-diploma.pdf](http://www.davidarcher.tech/mba-diploma.pdf)

**Diploma Awarded On:**

**January 09, 2024**

## California State University, Fullerton

🎓 [Master of Science in Software Engineering](#)

**Diploma Awarded On:**

**January 02, 2024**

## California State University, Northridge

🎓 [Bachelor of Arts in Anthropology](#)

[www.davidarcher.tech/anthropology.pdf](http://www.davidarcher.tech/anthropology.pdf)

**Diploma Awarded On:**

**December 23, 2020**