

## **Josh Sorenson**

STEVENS POINT, WI, 54481

715-347-3226

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*Experienced in multiple roles including customer service, sales, merchandizing, food service, food/retail management, and stock replenishment.*

### ***Skills:***

- Customer service trained at the corporate level
- Record of providing excellent service
- Team oriented, but can work independently as well
- Goal oriented
- Committed to achieving or exceeding expectations.
- Hard worker
- Positive attitude

### ***Experience:***

#### ***Sentry Insurance- Stevens Point, Wisconsin***

##### ***Customer Service Representative***

***August, 2025- September, 2025 & December 2025- March, 2026***

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

#### ***Kwik Trip- Stevens Point, Wisconsin***

***Entire tenure, full & part time: 2016 - 2025***

***- Stevens Point, Wisconsin***

##### ***Assistant Store Leader***

***October, 2022 - July, 2025***

- Provided customer service by greeting and assisting customers and responding to customer inquiries and complaints.
- Directed and supervised employees, engaged in sales, inventory-taking, reconciling cash receipts or in performing services for customers.
- Examined merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Monitored sales activities to ensure that customers receive satisfactory service and quality goods.
- Instructed staff on how to handle difficult and complicated sales.
- Assigned employees to specific duties.
- Kept records of purchases, sales, and requisitions.
- Performed work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Planned and prepared work schedules and kept records of employees' work schedules and timecards.
- Reviewed inventory and sales records to prepare reports for management and budget departments.
- Inventory stock and reorder when inventory dropped to a specified level.
- Established and implemented policies, goals, objectives, and procedures for the department.
- Examined products purchased for resale or received for storage to assess the condition of each product or item.
- Enforced safety, health, and security rules.

- Estimated consumer demand and determine the types and amounts of goods to be sold.
- Conferred with company officials to develop methods and procedures to increase sales, expand markets, and promote business.
- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Planned and coordinated advertising campaigns and sales promotions and prepared merchandise displays and advertising copy.
- Established credit policies and operating procedures.
- Planned budgets and authorized payments and merchandise returns.
- Prepared hot food in a fast-paced environment including but not limited to food preparation, working with cross contaminants, using different ovens and use deep fryers, and shredding and deboning chicken to be repurposed.
- Utilized different food reports to observe trends and worked with directly with the kitchen team to adjust production to the proper levels needed to maximize profit and grow the business.
- Suggestive sold promotional hot food items to maximize GP and educate guests on new product.
- New hire recruiting, hiring, and onboarding.
- Prepared, held, and attended store and district level meetings.
- Read and analyzed weekly reports to notice sales trends, gross profit, and highlight areas in need of improvement and successes.
- Through Power BI, reviewed daily, the weekly, period, quarter, and annual sales data to optimize current model in different areas of the store specifically those that had a higher profit margin.

***Kwik Trip Stevens Point, WI***

***Guest Service Shift Leader***

***July, 2020 - August, 2022***

- Performed various financial activities, such as cash handling, deposit preparation, and payroll.
- Resolved customer complaints regarding food service as well as other misc. concerns.
- Compiled and balanced cash receipts at the end of the day or shift.
- Presented bills and accept payments.
- Inspected supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Performed food preparation and serving duties.
- Trained workers in food preparation, and in service, sanitation, and safety procedures.
- Supervised and participated in kitchen and dining area cleaning activities.
- Controlled inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.
- Assigned duties, responsibilities, and workstations to employees in accordance with work requirements.
- Recorded production, operational, and personnel data on specified forms.
- Observed and evaluated workers and work procedures to ensure quality standards and service completed disciplinary write-ups.
- Analyzed operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Recommended measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Developed equipment maintenance schedules and arrange for repairs.
- Developed departmental objectives, budgets, policies, procedures, and strategies.
- Evaluated new products for usefulness and suitability.

***Boston Inc Stevens Point, WI***

***Office Sales Professional***

***March, 2019 - April, 2020***

- Greeted customers and ascertained what each customer wants or needs.
- Answered questions regarding the store and its merchandise.
- Described merchandise and explained use, operation, and care of merchandise to customers.
- Prepared sales slips or sales contracts.
- Estimate quantity and cost of merchandise required, such as paint or floor covering.
- Sold or arranged for delivery, insurance, financing, or service contracts for merchandise.

***Copps Market Stevens Point, WI***

## ***Grocery Clerk***

***May, 2014 - April, 2016***

- Itemized and totaled customer merchandise selection at checkout counter, using cash register, and accepted cash or charge card for purchases.
- Examined and inspected stock items for wear or defects, reporting any damage to supervisors.
- Designed and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.
- Recommended disposal of excess, defective, or obsolete stock.
- Disposed of damaged or defective items or returned them to vendors.
- Determined proper storage methods, identification, and stock location, based on turnover, environmental factors, and physical capabilities of facilities.
- Cleaned and maintained supplies, tools, equipment, and storage areas to ensure compliance with safety regulations.
- Cleaned display cases, shelves, and aisles.
- Marked stock items, using identification tags, stamps, electric marking tools, or other labeling equipment.
- Received, unloaded, opened, unpacked, or issued sales floor merchandise.
- Packed customer purchases in bags or cartons.
- Stocked shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Answered customers' questions about merchandise and advised customers on merchandise selection.

## ***Education:***

Bachelor of Arts degree (Spanish)

University of Wisconsin Stevens Point

6/2020 Graduate 3.2 GPA

## ***Certifications, Licenses, Awards***

- Servsafe
- Servers license,
- Better Than the Best Service Award,
- Over 50 badges documenting going beyond daily expectations.
- Bi-lingual

## ***References:***

- ***Don Kulinski (Certified training store leader at Kwik Trip): 715-252-6733***
- ***Patrick Reed (Assistant Store Leader at Kwik Trip): 715-252-2269***

- *Alex Ashbeck (Assistant store leader at Kwik Trip): 715-991-8975*
- *Rob Miller (Assistant store leader at Kwik Trip): 715-421-9176*
- *Lee Miller (Guest service leader at Kwik Trip): 715-600-4481*