

# Cameron Malfara

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A Shift Leader with three years of professional experience, specializing in operations management, communication, customer service, and team leadership. Adept at providing support to diverse teams and identifying opportunities to enhance operational effectiveness.

## Key Skills

- Operations Management
- Customer Service
- Team Leadership
- Communication
- Process Improvement

## Professional Experience

### Shift Leader

*Wegmans Market, Nashville, TN | May 2019 – Present*

- Lead a team of 20+ sales associates, department staff, and store personnel to provide quality customer service, maintain inventory, and deliver a positive shopping experience
- Manage store operations, maintain product displays, ensure compliance with sanitation and food safety standards, and identify solutions to customer issues
- Provide training to 30+ new hires on customer service standards and SOPs, create training materials, and provide coaching to improve customer satisfaction scores by 30%
- Coordinate with management teams to establish an inclusive, collaborative work culture and drive continuous improvements to meet quality standards

### Shift Leader

*Sprout's, Nashville, TN | May 2018 – May 2019*

- Served as the shift leader coordinating daily store operations, liaised between customer service teams and five food product departments, conducted scheduling, and allocated resources according to customer traffic to reduce wait times
- Conducted cash handling, analyzed accuracy of the register counts for over \$10K in daily transactions, and identified and reconciled discrepancies

## Education

Associate of Science (A.S.) Business Administration

Nashville State Community College, Nashville, TN September 2016 - May 2018