

Samuel C. Kaplan

19750 Osprey Cove Blvd. #238, Fort Myers FL, 33967 • (727) 455-4061 • samuelckaplan@gmail.com

Profile

Enthusiastic Sales and Customer Service professional with seven years experience in Retail and Hospitality environments. Energetic and hardworking individual, with a solid track record of achievement, leadership and teamwork skills.

WORK EXPERIENCE

Courtyard Marriott, Fort Myers, Florida

Guest Services Representative

February 2013 – Present

- Work closely with professional business travelers and sporting organizations
- Coordinate operations with several different departments
- Check in/out of guests, reservations, deposits, booking statistics
- Employee of the Month, November 2013

Finish Line Inc., Fort Myers, Florida

Assistant Store Manager

March 2010 – February 2013

- Consistently ranked #1 in store commission based sales structure; store consistently ranked #1 in all Finish Line stores in south Florida district 19
- Mentored and supervised 25+ employees
- Resolved customer complaints and merchandise returns
- Participation in sales events and promotions, conduct interviews with potential employment candidates, led orientation and employee training, termination process
- Maintained sales logs and spreadsheets to compare with past performance
- Tracked and inspected large shipments from several vendors

Sears, Inc., Brooksville, Florida

Sales Associate

March 2006-July 2008

EDUCATION

FLORIDA GULF COAST UNIVERSITY, Fort Myers, FL

Bachelor of Science in Business Management, expected May, 2014

Community Involvement

Florida Gulf Coast University - X-Culture Program, Panther Posse, Wings of Hope, Food Forest

Harry Chapin Food Bank

Jump Rope for Heart (American Heart Association)

Naples Botanical Garden

Pediatric AIDS Awareness