

# Steven J. Turnbull

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**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
*Bachelor of Business Administration, Graduation: December 2015*  
*Majors: Entrepreneurship/ Marketing*

GPA: 3.0

Selected Courses:

|                           |                                |
|---------------------------|--------------------------------|
| Innovative Thinking       | Management Information Systems |
| Intro to Risk Management  | Marketing Research             |
| Operations Management     | Consumer Buyer Behavior        |
| Business Model Innovation | Sales and Sales Management     |

DELAWARE COUNTY COMMUNITY COLLEGE, Marple Newtown, PA  
*Associates of Science, Graduated: May 2013*

*Major: Business Administration*

GPA: 2.72

**EXPERIENCE:** ACME MARKETS, Media, PA

**Night Manager**

**January 2011 – Present**

- Manage the day to day activities of a grocery store at night when a Store Director is not present.
- Manage all store departments which include the Fresh Market, Center Store, and Front End to ensure customer satisfaction and proper business tactics resulting in order accuracy and store safety.
- Helped implement ideas and procedures to increase sales through higher customer satisfaction along with cashier order speed and accuracy.
- Deal with money on a nightly basis balancing tills and self-checkout terminals.

**Backup Front End Manager**

**September 2010-January 2011**

- Tasked with delegating the responsibilities of the Front End department, such as providing exceptional customer service, scheduling breaks to meet the needs of the business, and dealing with customer related issues.
- Balancing a till when an overage or shortage occurred. Knowledgeable in all aspects of a cash register.
- Managed the department when Front End Manager was on vacation.

## SKILLS & LANGUAGES

- Microsoft Office, PowerPoint, and Excel
- Point of Sales
- Spanish, basic