

Brandi Smith

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Skills

Successfully provides excellent customer service through effective management and comprehensive training. Skills include but are not limited to:

- Developing strategic plans to reach necessary goals.
 - Productive collaboration with others to complete objectives.
 - Efficient scheduling and time management.
 - Building rapport with coworkers, clients, and vendors.
 - Training supporting employees to reach and exceed company standards.
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Experience

BJ's Wholesale Club / Front End Manager

April 2021 - PRESENT, ALEXANDRIA, VA

Focuses on key areas of membership performance, Frontline service, Online order execution, and club promotions.

Ensures the right people and processes are in place.

Ensures compliance to all policies and procedures to ensure control and integrity within the business.

Evaluates departmental performance using company tools and programs and makes operation decisions within the club to maximize Membership Fee Income (MFI), sales and profits.

Ensures building maintenance and equipment is in working order in all departments.

Drives membership metric execution and performance through acquisition, retention, member loyalty, and experience.

Meets/ exceeds key membership metrics and Membership Fee Income goals (MFI)

BJ's Wholesale Club / Member Service Manager

August 2013 - April 2021, Alexandria, VA

Managing 7+ cashiers and 4 self checkout registers at one time.

Processing member tax exempt certificates through the company Imago Silo Program.

Ensures equipment in all departments is compliant with audit standards.

Ensures high value items are kept secure.

Ensures all areas of the club are properly zoned and stocked including perishable departments.

Ensured proper date rotation in all perishable departments.

Ensures all online and curbside orders are executed in a timely manner.

Restaurant Depot/ Receptionist

March 2012- August 2013, Capitol Heights, MD

Opened new memberships for business owners while processing tax exempt certificates to the corporate office.

Processing all returns, exchanges, and answering member inquiries.

Operates multi-line phone systems.

Education

Suitland High School / High School Diploma

SEPTEMBER 2004 - JUNE 2008, DISTRICT HEIGHTS, MD

Completed four years of high school which included two years of vocational studies in the Electrician trade.

Certifications

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- Current CPR Certification
 - Certified to safely and effectively operate a forklift in a customer facing, warehouse environment.