

MARCUS D. DORSEY
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SUMMARY OF SKILLS:

Professional experience in management, marketing, photography, and graphic design.

Work Experience:

Art Curator Pies and Pints Restaurant March 2020 – Present

MANAGEMENT: Plan, organized and prioritized the meeting of artists with the regional team of Pies and Pints. Have increased sells and networking of three artists by 10%. Organized some social media advertising for the shows that increased movement to the restaurant. Have planned opening receptions for art shows to promote the artist and shows.

Beer, Wine, and Cheese Buyer Whole Foods Aug 26, 2019-Present

MANAGEMENT. Plan, prioritized, and balanced workloads; insure that invoices are correct and orders are received correctly. Maintain documents to ensure accurate inventory and ensure order deadlines are met. Maintained team to reach daily goal numbers. First two month of position reorganized and maintained the department to meet the standards of the company and to certify it per company standards. Achieved zero complaints and no documented instances of failure to complete returned corrective actions (in-process reviews, individual quality reviews, avoidable referrals, and special reviews).

PRODUCT KNOWLEDGE. Maintained a positive professional demeanor and assisted customers with product selection and special orders. Established and maintained positive connection with vendors. Upon independent selection of cheese and wine inventory for Montgomery, Alabama store increased selection sale volume 15%.

CUSTOMER SERVICE. Responded to customer requests using suggestive selling that resulted in 20% increase in sale volume. Consulted with customers and provided advice on product selection. Engaged and assessed customer needs. Received store deliveries and participated in physical inventory of merchandise.

Frontend Supervisor Whole Foods March 19-Aug 26, 2019

MANAGEMENT. Plan, prioritized, and balanced workloads to lead a team of over 15 store associates. Maintained team to reach daily goal numbers. Achieved zero complaints and no documented instances of failure to complete returned corrective actions (in-process reviews, individual quality reviews, avoidable referrals, and special reviews).

PRODUCT KNOWLEDGE. Responded to customer requests using suggestive selling that resulted in 10% increase in memberships and credits. Consulted with customers and provided advice on product selection. Engaged and assessed customer needs while holding a high customer satisfaction rate and

meeting set goal numbers. Keen attention to detail resulted in evaluation of premises for fraudulent credit card transactions

CUSTOMER SERVICE. Responded to customer requests using suggestive selling that resulted in 5% increase in sale volume. Consulted with customers and provided advice on product selection. Engaged and assessed customer needs. Held high customer satisfaction rate while also promoting an expedient service during checkout. Develop lasting connections with regulars in the store.

Frontend Supervisor Sam's Club March 2018- March 2019

MANAGEMENT. Plan, prioritized, and balanced workloads to lead a team of over 45 front end associates. Maintained team to reach daily goal numbers. Achieved zero complaints and no documented instances of failure to complete returned corrective actions (in-process reviews, individual quality reviews, avoidable referrals, and special reviews).

CUSTOMER SERVICE. Responded to customer requests using suggestive selling that resulted in 10% increase in memberships and credits. Consulted with customers and provided advice on product selection. Engaged and assessed customer needs while holding a high customer satisfaction rate and meeting set goal numbers. Keen attention to detail resulted in evaluation of premises for fraudulent credit card transactions

Cashier Sam's Club March 2018-May 2018

CUSTOMER SERVICE. Controlled cash and credit card payment transactions—Attention to detail led to accurate accounting of expenditures. Received store deliveries and participated in physical inventory of merchandise. Increased store membership members by 10%.

Production Assistant-Short Film Selma Interpretive Center March 2-3, 2018

COMMUNICATION. Coordinated partnership with **Northern Lights Production** to create short film for the Selma Interpretive Center. Interpersonal communication skills fostered effective working relationships with volunteers, staff, community groups, students, and business people. Ensured volunteers and staff have access to meaningful and timely information about planned production activities. Efforts enhanced communications to clarify responsibilities, increase volunteer participation, and identify resource requirements.

OUTREACH. Worked in team environment to ensure adequately trained personnel available to support timely scheduling and outreach activities. Compiled videography and photographic documentation of five historic sites, interviews, lighting, framing of shots interior and exterior b-roll footage.

Photography/Designer Freelancer 2010–Present

MARKETING. Provided independent photography in support of Troy University Dance and Theater Department requirements. Created design logos for David Russo Photographer, Sarah Sterling Photography, and United by Dance, which are still in use.

KNOWLEDGE OF PROGRAMMING SOFTWARE. Used various Adobe and Microsoft Office programs to prepare marketing campaigns, briefings, talking points, and update brochures to increase Troy University enrollment. Identified objectives requested from the College of Communication and Fine Arts to create

lasting marketing material and achievable pieces to be used in portfolios of the students and administration.

Lab Assistant Ceramic Internship

Troy University

2016-2017

TEAMBUILDING, PLANNING, AND ORGANIZING WORK. Coordinated logistics requirements and inspection of materials to support team building activities and subsistence for 700 plus participants and staff during Trojan Art Day. These events' activities enabled students to 1) Potentially apply for Troy University Art and Design Program; 2) Show them there is more out there than the common STEM program standards; and 3) Give them the ability to start their network and creating lasting connections. Facilitated student discussions and teambuilding activities.

WRITTEN COMMUNICATION. Prepares clear written correspondence ... Spearheaded Trojan Art Day overseeing social media and photography requirements--Obtained \$500 in additional funding from the Troy University's Administration that led to a 25% increase in student attendance during Trojan Art Day outreach the following academic year.

Retail Sales & Photography

Total Image, Montgomery, Alabama

2011-2016

CUSTOMER SERVICE. Responded to customer requests using suggestive selling. Designed creative displays of photography and merchandise that resulted in 25% increase in sale volume. Consulted with customers and provided advice on product options available. Engaged and assessed customer needs with excellent customer service. Expert knowledge of Adobe editing software programs used to enhance photo prints, digital images, color corrections, graphics, and holiday card designs.

KNOWLEDGE OF DESKTOP AND AUTOMATED SOFTWARE. Used various editing programs to prepare briefings, talking points, and updates to ensure objectives, outcomes, and metrics to meet the Total Image sales goals. Led demonstrations and training camera technology and photography techniques to provide the best service to customers.

Education and Training

Troy University

Bachelor of Science 12/2017

Major: Graphic Design

Minor: Fine and Performing Arts

Relevant Coursework, Licenses, and Certifications:

Principles of Digital Design

Design for the Internet

The Business of Art/Design

Exhibition Techniques

Awards

Troy University Leadership Scholar 2013-2017

2017 Gold ADDY Award Winner

Montgomery Ballet Board Member 2019-2020

References

Gary Willis
703.220.9716

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334.523.2940

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334.430.2999