

# HOLLIS MOORE

chandler, Arizona 85224  
(602) 696-1064 - hollismooreaz@gmail.com

## PROFESSIONAL SUMMARY

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Personal defense warehouse - chandler, Arizona Well-qualified , Hardworking and determined professional offering years of production and management expertise in multiple industries . Fast learner with a strong will to constantly adapt and grow. Possesses a high degree of integrity and an outstanding work ethic seeking to apply management talents to drive long-term company growth. management experience Conflict resolution Assembly line production Hand and power tools In-depth OSHA knowledge Repair work Extremely quick learner Auto and engine repair Complex problem solving Creating visual art Digital media Print advertising Excellent leader Flier and poster printing Photo editing

## SKILLS

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Management experience Conflict resolution Flier and poster printing/editing Print Assembly line production Hand and power Production tools

- Client Education
- Critical Thinking
- Time Management

In-depth OSHA knowledge Repair work Extremely quick learner Auto and engine repair Complex problem solving Creating visual art Digital media Print advertising Excellent leader

## WORK HISTORY

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- 08/2021 to Current **Gun Vault Assistant**  
**Bass Pro Shops** – Mesa, AZ  
Process and prepare guns to be put out on the floor for purchase.  
Make sure all guns are processed correctly and are at the standards set by ATF and Bass Pro shops.
- 09/2016 to 10/2018 **Gun Shop Manager**  
**PDWarehouse** – Chandler, AZ
- Submitted reports to senior management to aid in business decision-making and

planning.

- Conducted product demonstrations to highlight features and redirect objections to positive aspects.
- Sold firearms and accessories
- Painted and customized various different types of firearms
- Built and safely tested fire arms for small and big bulk orders.
- Provided custom gunsmithing work such as Paint and polishing of gun parts .This involved working with industrial sand blasters and various other power tools and specialized equipment.
- Assembled and repaired customer firearms. Managed a small garage/office space .

09/2015 to 09/2016 **Production Operator**

**Laser Creations – Chandler, AZ**

- Designed website layouts, templates and unique branded looks.
- Prepared and operated offset printing press for maximum efficiency and production.
- Produced high-quality brochures, flyers, four-color artwork and mailers.
- Multi-tasked to keep all assigned projects running effectively and efficiently.
- Adjusted press during production runs to maintain specific registration and color densities.
- Proofed all job orders, securing client approval prior to production.
- Set up and operated printing press machines.
- Monitored machinery in operation to identify concerns and make corrections or report complex problems.
- Conducted quality inspections of finished products and made minor repairs to meet project expectations.
- Adhered to all safety procedures and protocols when using equipment and moving hazardous chemicals to prevent mishaps and accidents. Examined job orders to determine quantity, stock specifications, colors and special printing instructions.
- Prepared and operated offset printing press for maximum efficiency and production. Adjusted press during production runs to maintain specific registration and color densities.

09/2009 to 09/2013 **Customer Support Specialist**

**McKesson – Scottsdale, AZ**

- Described product highlights and benefits to help guide purchasing decisions.
- Evaluated customer issues and caller trends to determine areas in need of improvement and implement proactive corrections.
- Educated customers about product features and technical details to highlight benefits and correct misunderstandings. Assist with discount programs.

- Assisted doctors to understand contraindications of medications and medical supplies. Would answer any and all questions pertaining to medical products and specific medications.
- Resolved concerns with products or services to help with retention and drive sales.
- Served customer account and technical needs across 80+ daily calls, consistently meeting productivity and quality targets.

09/2007 to 09/2009 **Day Manager Front Desk**

**Postnet** – Tempe, AZ

- Worked with new employees to enforce account management protocols and customer service standards and optimize performance.
- Maintained high functional, operational and organization levels during high-traffic hours and seasonal promotions.
- Directed and coordinated operational and management services in post office setting with over 30 daily visitors. Maintained customer satisfaction rate by quickly and professionally settling disputes.
- Supervised daily post office operations and updated procedures to increase overall productivity. Created schedules for employees
- Worked as a hub with numerous shipping companys to maintain a reliable source for customers.
- Facilitated the packaging of shipments, cut keys worked with po box systems and very various other tasks associated with logistics.
- Responded to customer inquiries or complaints.

## **EDUCATION**

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2006

**High School Diploma**

**Pinnacle High School** - Phoenix, AZ