

Jamal Henderson

Shift Supervisor

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📍 Memphis, TN

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SKILLS

Customer Service —●

Cash Handling —●

POS Procedures —●

Labor Scheduling —●

Shrink Control —●

Excel —●

Outlook —●

Computer Skills —●

Leadership —●

Problem Solving —●

EDUCATION

Associate of Applied Science

12/2020

Southwest Tennessee
Community College

Memphis, TN

Business Management

SUMMARY

Shift supervisor with 5 years in grocery retail, including 3 years running evening shifts for a 70-employee store. Strong in customer service, cash handling, POS procedures and labor control, with the computer skills to track hours and shrink in Excel and report to the store manager in Outlook.

EXPERIENCE

Shift Supervisor 05/2023 - Present

Delta Fresh Markets Memphis, TN

Supervise evening shifts at a 45,000 sq ft grocery store with 70 employees.

- Manage evening shifts of **12-15** employees across the front end, deli and stocking teams, closing the store 5 nights a week.
- Balance 10 registers and the safe at close, keeping cash handling variances under 0.1% of sales.
- Resolve 15-20 customer issues a shift, from refunds to price checks, and send a nightly Outlook summary to the store manager.
- Track labor hours and shrink in Excel each week, keeping evening labor within 2% of budget for 2 straight years.

Customer Service Lead 03/2021 - 04/2023

Delta Fresh Markets Memphis, TN

Front-end lead for a 12-register grocery store.

- Coordinated cashier breaks and lane openings for 12 registers to keep customer waits under 5 minutes at peak.
- Trained 18 new cashiers on POS procedures, coupons, WIC transactions and age-restricted sales checks.
- Processed 40+ returns and exchanges a day under the store refund policy, escalating fewer than 2 a week.
- Verified cash pickups and change orders twice a shift, with no missing or late bank deposits in 2 years.