

Aaron Seckman

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Professional Summary

Dynamic and results-driven professional with extensive experience in customer service, sales, and team leadership. Proven ability to drive store performance, develop talent, and create exceptional customer experiences. Adept at managing large orders, building client relationships, and ensuring operational efficiency. Seeking to leverage skills and experience to excel in a customer experience lead position.

Relevant Work Experience

The Home Depot - Hawthorne, NY

June, 2024 – present

Pro Account Sales Associate (PASA)

- Building and maintaining relationships with professional clients, including contractors and builders, demonstrating a customer focused approach
- Assisting professional customers with bulk orders, special pricing, and product knowledge, ensuring WOW service
- Managing and processing large orders, ensuring correct delivery scheduling and follow-ups, driving results and meeting sales targets
- Problem-solving for professional customers regarding orders, accounts, and product inquiries, instilling trust through honesty and authenticity

The Home Depot - Hawthorne, NY

April, 2022 – June, 2024

Millwork Department Specialist

- Designing and ordering custom windows and doors, showing effective communication and collaboration with customers
- Using the Ballymore electric ladder to access overhead stock, demonstrating nimbleness and adaptability

Customer Service Representative

- Processing returns, assisting with online orders, directing incoming phone calls, ensuring accountability and effective communication

Cashier

- Ringing up customers at cash/credit registers, providing action-oriented service and creating positive guest experiences

Aaron Seckman Music - Thornwood, NY

January, 2018 – present

- Independent music producer of sync licensing recordings for tv/film/other media in a variety of styles
- Built a home audio production studio based around Apple's Logic Pro software and a Steinberg 6-in/4-out audio interface, showcasing problem solving and decision making skills
- Built and hung sound absorption panels, modified guitar effects pedals, modified/installed guitar frets, fretboards, paint, pickups and electronics.

The Compleat Sculptor, Inc. - New York, NY

July, 2008 - September, 2011

Final position: Inventory Manager

- Purchased and managed roughly 8,000 unique retail products
- Managed warehouse, sales floor and shipping/receiving areas, ensuring operational efficiency and accountability
- Interviewed, trained and supervised inventory and shipping clerks, developing talent and fostering team engagement
- Shipped packages via UPS and USPS

Education

Columbia College Chicago - Chicago, IL

2000 - 2003

- Earned Bachelor of Arts degree graduating with honors from Audio Arts and Acoustics Department
- Completed audio core curriculum and music recording concentration, including classes in music production, music engineering, electronics, acoustics, hearing, and systems of audio
- AES student chapter Secretary, Spring 2001

Skills

- Strong attention to detail
- Time management
- Conceptualizing
- Organizing and prioritizing project requirements
- Coherent written and verbal communication
- Computer literacy
- Strong leadership and interpersonal skills
- Ability to work under pressure
- Ability to work independently and in a team environment
- Knowledge of warehouse management and inventory control systems
- Knowledge of various home renovation techniques and tools.