

# DEVIN ROONEY

Conway, AR

+1-501-428-1710

djrooney75@gmail.com

[linkedin.com/in/devin-r-b9071a159](https://www.linkedin.com/in/devin-r-b9071a159)

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## Professional Summary

Disciplined and adaptable with a proven track record of maintaining strict quality standards in fast-paced, independent roles. Skilled in mastering new processes quickly and executing complex tasks with precision. Committed to delivering consistent results.

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## Core Competencies

- Order Fulfillment & Accuracy
  - Team Collaboration & Communication
  - Problem Solving & Decision Making
  - Customer Consultation & Service
  - Project Coordination
  - Process Improvement
  - Regulatory Compliance
  - Time Management & Multitasking
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## Professional Experience

- **Walmart, Conway, AR**

Online Personal Shopper (OGP) 2022 – 2025

- Fulfilled customer orders by efficiently reviewing, locating, preparing, and packaging merchandise, ensuring a high level of order accuracy and customer satisfaction.
  - Verified order accuracy by double-checking items prior to customer pickup, reducing errors and ensuring a smooth customer experience.
  - Consulted with customers regarding product substitutions, offering suitable alternatives when necessary and maintaining open, professional communication to meet customer needs.
  - Consistently met daily fulfillment quotas in a fast-paced environment by prioritizing tasks and managing time effectively.
  - Collaborated with team members to streamline order fulfillment processes and provide seamless service.
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- **AT&T, Little Rock, AR**

Customer Loyalty Representative 2021 – 2022

- Managed complex customer inquiries and escalations with professionalism, ensuring high satisfaction and first-call resolution rates.
  - Documented customer interactions and solutions accurately within CRM systems for efficient follow-up and quality tracking.
  - Adapted quickly to changing business needs and volume fluctuations while maintaining service quality.
  - Collaborated with colleagues to share best practices and support team goals.
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- **Dollar General, Conway, AR**

Assistant Manager 2019 – 2022

- Provided leadership and operational support across multiple locations, ensuring consistent standards and team performance.
  - Trained and mentored associates and management staff to improve service quality and meet company goals.
  - Implemented process improvements and operational procedures to increase efficiency and reduce costs.
  - Analyzed sales data to identify growth opportunities and supported action plans for business improvement.
  - Ensured compliance with company policies and regulatory requirements, conducting regular audits and maintaining safety standards.
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## Education

Some college: Current University of  
Central Arkansas

Morrilton High School  
High School Diploma, May 2019

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## Technical Skills

- Microsoft Excel (basic formulas, data entry, analysis)
  - Web-Based Systems & CRM Software
  - Order Fulfillment Platforms