

# David M. Loftin

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- **Dedicated customer service manager with 10+ years of experience** in "big box" retail and food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.
  - **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.
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## Areas of Expertise

*Customer Service Management  
Complaint Handling & Resolution  
Retail Operations Management  
Organizational Skills*

*Customer Satisfaction Enhancement  
Front-End Supervision  
Sales & Margin Improvement  
Inventory Management*

*Teambuilding & Training  
Cost-Reduction Strategies  
Order Fulfillment  
Inside & Outside Sales*

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## Professional Experience

### ***Nitro Gaming Shreveport, La.***

***2005 to 2010***

***Office Manager***, 2007 to 2010

***Sales Rep***, 2008 to 2010

***Collections Supervisor***, 2005 to 2010

**Repeatedly promoted during 5-year tenure with Rosbottom Int., culminating in current responsibility for coordinating all office functions in which included route service, sales, inventory and supervising a team of seven service and technical professionals.**

- Served as a Liaison through the state of Louisiana on all compliance orders, forms and license issues with Louisiana State Police.
  - Developed efficiency-enhancing workflow/process that made it possible for cost reduction.
  - Decreased office expenditures by implementing needed controls on stock/supplies and standardizing ordering procedures & reducing fuel costs with fleet services.
  - Saved thousands of dollars in Inventory Control and improved the response-rates of direct marketing campaigns by bringing in fresh and innovative ways to increase coin in revenue with over 20 land based Casino's.
  - Maintained and repaired over 700 Video Poker machines in North Louisiana and 20 ATM's. Responsible of collecting all Video Poker machines on the route, servicing all V.P. Games and troubleshooting. Stay in compliance with the State of Louisiana on all machine inventory and records of enrollment entry.
  - Quickly became a trusted assistant and valued employee to the company's president & CEO, well recognized individual with all Customers and Clients without any complaints, earned a reputation for maintaining a positive attitude with a great outlook and producing high-quality work.
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***Southern Comfort Trucks. Shreveport, La.***

***2001 to 2005***

***Product Supervisor, 2002 to 2005***

***Lead Installer, 2001 to 2002***

- Served as a Lead Installer for the In-line manufacturing market for (Dodge, Chevrolet & Ford) by installing the highest quality of products for great looking customized trucks.
- Assisted in buying products & vehicles to be customized.
- Coordinated sales, schedules and organized deliveries for the vehicles to be shipped out nationwide.
- Assisted company to stay in compliance with all emission codes across the nation before sales contracts were made with dealerships.
- Created daily stats and tracking reports on all incoming and outgoing inventory.

***Tri-Star Entertainment, Shreveport, La.***

***1999 to 2001***

***Office, Kitchen & Field Supervisor, 1999 to 2001***

**Provided excellent service to the city of Shreveport for over two years. Catered to the Independence Bowl, Miss Teen USA and other Shreveport sponsored events.**

- Overseer of all catering, contracts, special events, event planning.
- Provided all concessions to the Shreveport Parks and Recreation (SPAR) for gaming events.
- Carry out product control with the most insurable and freshest quality of products and produce to ensure the safety and well being of all clients, customer and patrons.
- Been on the news several times for maintaining the cleanest and safest kitchen in the tri-state area.

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**Education and Training**

Haughton High School, Haughton, La.

1991-1995

Certified through IGT, VLC, Speilo, CoinCo, JCM, WBA, and other.

Level-1, Level-2 and Level-3 Certified Tech in Video Gaming

Certified in Master Key/Programmer for ATM's