

Dustin Whitworth

Seeking Management and leadership opportunities.

Springfield, MO 65807

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Professional Summary

I have a Master's Degree in Management and Leadership March 2023. I have 25 years customer service knowledge alongside 5 years of Entrepreneurship. I have 7 years of sales experience along with a couple of years in leadership. I am looking to expand into more opportunities in business sales, leadership, or management.

Authorized to work in the US for any employer

Work Experience

Adult Psychiatric Technician

Cox Healthcare-Branson, MO

June 2025 to November 2025

Assisted the doctors and nurses, Initiated direct patient care at (Adult Psych)

- Worked in a hospital
- Provided caring, intimate, hands-on healthcare for patients
- Monitored vital signs
- Assisted with feeding patients
- Took care of approximately 12 Psychiatric patients daily
- Provided compassionate and personalized care to patients, ensuring their comfort and well-being
- Documented patient information accurately in electronic medical records (EMR) system
- Recognized changes in patient condition or behavior that required immediate attention or intervention
- Maintained strict confidentiality regarding sensitive patient information according to HIPAA regulations

Merchandising Manager

Five Below-Branson, MO

March 2025 to July 2025

- Developed and executed merchandising strategies to drive sales and increase customer engagement
- Managed a team of 10 merchandisers, providing guidance, training, and performance evaluations
- Optimized product placement and displays to maximize visibility and drive impulse purchases
- Conducted regular store visits to assess compliance with merchandising guidelines and provide feedback on execution
- Utilized data analytics tools to track key performance indicators (KPIs) such as sales conversion rates, average transaction value, and sell-through rates
- Identified underperforming products or categories and developed action plans for improvement
- Collaborated closely with marketing team on advertising/promotional materials creation. Ensured consistent branding across all channels
- Implemented effective inventory management strategies, resulting in 15% reduction in stockouts and 20% decrease in excess inventory levels

- Led cross-functional teams on new product launches; ensured seamless integration of marketing, operations, and merchandising efforts
- Managed the development of planograms and floor layouts to optimize space utilization and enhance the shopping experience for customers

Store Manager

Pet Supplies Plus-Springfield, MO

October 2024 to March 2025

- Oversaw all aspects of store operations, including sales, customer service, inventory management, and staff supervision
- Implemented effective strategies to drive sales growth and achieve revenue targets on a consistent basis
- Managed a team of 12 employees, providing training, coaching, and performance evaluations to ensure high levels of productivity and customer satisfaction
- Collaborated with vendors to negotiate favorable pricing terms and maintain strong supplier relationships
- Ensured compliance with company policies, procedures, and safety regulations at all times
- Led regular team meetings to communicate goals, provide updates on performance metrics, and foster a positive work environment
- Developed employee schedules based on business needs while effectively managing labor costs within budget constraints
- Conducted regular store audits to assess visual merchandising standards and make necessary adjustments for optimal presentation
- Utilized POS systems to track sales data, monitor inventory levels, analyze trends, and generate reports for informed decision-making
- Implemented incentive programs that motivated employees to exceed sales targets resulting in a 20% increase in monthly revenue
- Developed and maintained strong relationships with key customers, addressing their needs and ensuring high levels of satisfaction
- Managed store budgets, tracking expenses, and implementing cost-saving measures to maximize profitability
- Maintained a clean, organized, and visually appealing store environment that exceeded customer expectations

Lead Rental Sales Agent

Avis Budget Group-Springfield, MO

June 2022 to July 2024

- I help customers with issues with the rental and try to resolve issues that occur during my workday.
- Use customer information to upsell into what the actual customer needs. Using active listening and correct questioning to achieve the goal.
- I help Lead 10 or 12 employees at night. To assure adequate vehicles are ready for rentals for the current shift in the morning.
- Achieved recognition as top-performing Sales Consultant for three consecutive quarters based on exceeding individual quotas
- Increased team productivity by implementing efficient sales processes and providing ongoing training on effective sales techniques
- Demonstrated exceptional problem-solving skills when addressing customer concerns or objections during the sales process

Certified Nurses Assistant (CNA)

CoxHealth-Branson, MO

November 2020 to March 2022

Assisted the doctors and nurses, Initiated direct patient care at (Adult Psych)

- Worked in a hospital
- Provided caring, intimate, hands-on healthcare for patients
- Monitored vital signs
- Assisted with feeding patients
- Took care of approximately 12 Psychiatric patients daily
- Provided compassionate and personalized care to patients, ensuring their comfort and well-being
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Consulative Sales Associate, Electronics Lead

Sears-Springfield, MO

June 2016 to November 2017

Organized sales floor for electronics to include current prices. Thus, increasing sales for the Department for 3 months in a row. organizing cleaning the shelves and TV resets on POG was necessary.

As a consultant sales associate in appliances continuing to stalk the floor with the new ppg, customer service, and valuable knowledge of each Appliance.

Manager

Whitworth Family Farms-El Dorado Springs, MO

March 2009 to September 2017

Purchased and sold cattle, maintained fencing of the perimeter of a farm, and purchase supplies and feed for year-round housing of animals.

- Supervised 6 employees
- Handled day-to-day operations
- Handled the daily counts
- Assured excellent customer experience at all times
- Set schedules
- Made periodic deposits
- Supervised event planning
- Administrative & Business Operation
- Developed and implemented HR policies and procedures to ensure compliance with labor laws and regulations
- Managed full-cycle recruitment process, including sourcing, screening, interviewing, and onboarding of new employees
- Conducted training sessions for managers on best practices in performance management and employee development
- Created and delivered HR metrics reports to senior management to track key performance indicators such as turnover rate, time-to-fill positions, and training effectiveness
- Managed employee relations issues including conflict resolution, disciplinary actions, and grievance procedures
- Oversaw the administration of payroll processes ensuring accuracy and timeliness of payments
- Developed strategies for talent acquisition through partnerships with universities, job fairs, online platforms etc

Certified Medication Technician, Certified Nursing Assistant

Medicalodges Nevada-Nevada, MO

February 2007 to February 2015

Purchasing supplies from multiple vendors for the activity department. Prepared and administered medication, managed ordering medication, analyzed and managed the operations of the floor under the supervision of the charge nurse, assisted the nurses, and initiated direct patient care.

- Worked in a nursing home
- Provided individualized and friendly care for patients
- Checked vital signs
- Administered patients' medication
- Assisted with wound care
- Served meals to patients

Certified Nursing Assistant, Certified Medication Technician, and Patient Care Technician

Citizens Memorial Healthcare-Bolivar, MO

July 2005 to October 2006

Bolivar, Missouri, July 2005-October 2006 & March 2006-December 2007

Certified Nursing Assistant, Certified Medication Technician, and a Patient Care Technician

Prepared and administered medication, managed ordering medication, analyzed and managed the operations of the floor under the supervision of the charge nurse, assisted the nurses, and initiated direct patient care. Initiated direct patient care at (Med Surge), assisted the Doctors and Nurses

- Worked in a hospital and a nursing home
- Provided patients/residents with care and companionship
- Checked vital signs
- Delivered medication to patients

Petroleum Supply Specialist (92F)

Missouri Army National Guard-Nevada, MO

October 1999 to April 2004

Nevada, Missouri, October 1999 to April 2004

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Transported 5000 gallon fuel tankers, assisted in the purchase of GP 8, or jet fuel, and diesel fuel.

Minor maintenance on semi, leadership role helping new recruits. Certification in grenades and an expert marksman with the M16

Rental Car Consultant

Avis Budget Group

Education

Management and Leadership (Master of Arts)

Webster University-Fort Leonard Wood, MO

August 2019 to March 2023

Business Management (Bachelor of Arts)

University of Phoenix-Springfield, MO

September 2008 to June 2013

JROTC (High school diploma)

Nevada High School-Nevada, MO

May 2001

Bachelor's degree

Upper secondary education

Skills

- Print advertising
- Maintenance work
- Human resources management
- Medical Records
- Sales
- Critical thinking
- Manual transmission
- Employment law
- Experience Administering Injections
- Analysis skills
- Staff supervision
- Business management
- Front desk
- Retail industry sales team management
- Microsoft Outlook Calendar
- Fashion retail
- HR legal compliance
- Conflict resolution
- Attention to detail
- Excel data analysis
- Vital signs
- Google Sheets
- Computer Skills
- FMLA
- Financial performance measurement
- Tractor-Trailer Experience
- Business operations
- Inventory management
- Geriatrics
- Customer satisfaction surveys
- Human resources
- Google Drive
- Windows
- Nursing
- Sales management

- Multitasking
- Processing cash transactions
- Caregiving
- Customer support
- Client services
- Banking
- Project management
- Wireless sales
- Compliance audits & assessments
- Marketing
- Financial software
- Invoice payment processing
- Client communication
- Office record organization
- Cross-selling
- Staff training
- Furniture sales
- Driving
- Senior care
- Continuous improvement standards implementation
- Customer needs analysis
- Cash Handling
- Presentation software
- Organizational skills
- Social work
- Relationship management
- Microsoft Office
- Demand for possession notice issuing
- Upselling
- HIPAA
- Fair Housing regulations
- Greeting customers
- POS
- Remodeling & fixture sales
- Written communication
- Planograms
- Google Calendar
- Workshop facilitation
- Leadership
- Electronics sales

- Customer service
- Communication skills
- HR compliance
- Kronos
- Phone call management
- Supervising experience
- Guest services
- Long term care experience
- Productivity software
- Negotiation
- Referrals (candidate sourcing)
- Seminar
- Accounting and finance experience
- Job board recruitment
- Internal hiring
- Data analytics
- Square (POS)
- Accounting systems
- Complaint handling
- Cash reconciliation
- Customer relationship building
- Adult education
- Manager experience
- Cash handling
- Construction contract administration
- Fax
- Administrative experience
- Data analysis skills
- Accounts payable
- Interpersonal skills
- Supervising Experience
- Financial concepts
- Quality control
- Cashiering
- Cash management
- Food service inventory management
- Cash flow analysis
- Merchandising
- Tractor-trailer
- Financial aid administration

- Hospitality
- ADLs
- Patient observation
- Office maintenance scheduling
- Recruiting
- Team management
- Teamwork
- On-the-job training (training delivery method)
- Managing hospitality teams
- Delegation
- Social media brand management
- Video shooting
- Training & development
- Invoice matching
- Time management
- Customer service management
- Awarding financial aid grants
- Fiscal management
- Office management
- Retail math
- Employment & labor law
- Clerical experience
- Balancing cash drawers
- Contracts
- E-learning (training delivery method)
- Medication Administration
- Client follow-up
- Pricing
- Formal training programs
- Telemarketing
- Conference training method
- Policy & process development
- Talent management
- Schedule management
- E-commerce
- Coaching
- POS systems
- macOS
- Regulatory compliance management
- Administrative & Business Operation

- Documentation review
- EMR systems
- Achieving monthly sales targets as a sales associate
- Grocery store
- Teaching
- Tanker Experience
- GPS
- Consultive Sales
- QuickBooks
- Conflict management
- Microsoft Word
- Standard Operating Procedures (SOPs) implementation
- Skilled nursing facility
- Instagram
- Crisis intervention
- Social media management
- Performance management
- Cash register
- Team motivation (leadership skill)
- Microsoft Powerpoint
- Canva
- Management
- Office building security management
- Forklift
- Writing skills
- Google Docs
- Managerial problem solving
- Accounts receivable
- Cash register operations
- Quick service & fast food restaurant
- Hospital Experience
- Succession planning
- Revenue management
- Microsoft Excel
- Customer relationship management
- Unloading
- Retail sales
- Microsoft Access
- Awarding federal financial aid
- Sales revenue tracking

- Senior leadership
- Applicant-to-interview ratio tracking
- Insurance verification
- Experience working with students
- Employee relations
- Staff scheduling
- Strategic management
- Operations management
- Filing
- Data-driven decision making
- Office manager experience
- Social media strategy
- Talent acquisition
- Databases
- Facebook
- Patient Care
- Data entry
- Team leadership
- Hospital experience
- Microsoft Outlook
- Customer communication
- Typing
- Bookkeeping
- Retail management
- Health insurance management
- Healthcare management
- Achieving sales targets
- Office equipment management
- Office experience
- Stakeholder management
- Sales strategy
- Google Workspace
- Managing client accounts
- Team development
- Assisted living
- Agriculture
- Interviewing
- Conducting staff training sessions as a first-line manager - Staff training sessions conducted as a first-line manager (More than 50 sessions)
- Job shadowing (employee development activity)
- Overseeing training

- EMR Systems
- Calendar management
- Word processing
- Office supply management
- Live chat
- Mentoring
- Networking event recruitment
- QuickBooks Payroll
- Full cycle recruiting
- Analytical thinking
- Budgeting
- Retail sales transactions
- Presentation skills
- Client invoicing
- OSHA
- Payment card processing
- Cost control
- Store management
- Payroll
- Ability to motivate
- Business development
- Account management
- Computer operation
- Role-playing (training delivery method)
- Work ethic
- Profit and loss analysis
- Recruitment and selection

Languages

- English

Military Service

Branch: Army

Rank: PFC

October 1999 to April 2004

Transported 5000 gallon fuel tankers, assisted in the purchase of GP 8, or jet fuel, and diesel fuel.

Minor maintenance on semi, leadership role helping new recruits. Certification in grenades and an expert marksman with the M16

Certifications and Licenses

Certified nursing assistant

October 2003 to Present

Missouri Driver's License

February 1997 to Present

Certified Medication Technician

March 2024

Driver's License

CNA

BLS Certification

CPR Certification

First Aid Certification