

# RYAN G. LOCKWOOD

CONSUMER PROTECTION SPECIALIST BY DAY • DUNGEON MASTER BY NIGHT

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## PROFILE

Dedicated curator of customer success and team development with 14+ years of management experience. Successful leader of extensive employee teams. Versatile skill set in customer service, sales, and written and oral communication. Recognized skills in mentoring, mediating, and leading team projects. Currently working for the Vermont Agency of Agriculture as a Consumer Protection Specialist.

- 14+ years of managing teams of supervisors focused on in person retail customer service.
- 21 years of experience in retail customer service via face-to-face, email, and phone.
- Direct leadership of 95-member team of associates and service leaders spread over 6 departments.
- Responsible for team to meet weekly, quarterly, and yearly labor and sales goals.
- Awarded Department Manager of the Year in 2021.
- 10 years of experience in associate mentoring and Career Development Plans. Comfortable in delivering difficult coaching conversations in a non-confrontational and constructive manner.
- Years of experience of utilizing excellent communication skills while under pressure.
- Team player with no issues working evenings or weekends.
- Reached 150% KPI goals in customer service, safety, and staff retention in 2020.
- Led initiative to create a new position in 2020, Inventory Specialist, to assist in controlling on-hand inventory and achieve more favorable annual inventory goals.
- Developed and promoted two associates using Career Development plans into supervisory roles over 2019 and 2020.
- Achieved targeted customer service goals in 2019 and 2020 using online customer surveys and point-of-sale conversations.
- Daily use of Peoplesoft, Kronos, Microsoft Office, Google Workspace (GSuite), Zoom, and Dropbox.
- Excellent management, customer service, and interpersonal skills.

## EXPERIENCE

CONSUMER PROTECTION SPECIALIST / State of Vermont / Montpelier, VT / 2021 – Present

CENTER STORE MANAGER / Hannaford Supermarket / Bradford, VT / 2017 – 2021

EVENING OPERATIONS MANAGER / Hannaford Supermarket / Bradford, VT / 2015 – 2017

ASSISTANT DELI MANAGER / Hannaford Supermarket / Bradford, VT / 2013 – 2015

PREPARED FOODS MANAGER / Shaw's Supermarket / Springfield, VT / 2010 – 2013

SEAFOOD MANAGER / Shaw's Supermarket / West Lebanon, NH / 2008 – 2010

ASSISTANT DELI MANAGER / Shaw's Supermarket / West Lebanon, NH / 2006 – 2008

## PERSONAL GAMING INTERESTS

Dedicated and enthusiastic Critical Role Critter! Dungeons & Dragons Dungeon Master. Master of storytelling, group facilitation, mediation, conflict resolution, team building, improvisation, planning, preparation, and experimentation. Well-versed in online role playing tools: D&D Beyond, Roll20, Beyond 20, Inkarnate, Tabletop Audio. Volunteer instructor of youth D&D workshops. Organizer of local and regional family board game days. Avid reader of role playing systems and adventures.

## RYAN, WIZARD OF LOCKWOOD

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Ryan is a human hailing from the forests of Vermont. He is a frequent visitor to and lover of the West Coast. He is of average build with brown hair and a full, healthy beard. His eyes are soft and his smile is warm.

During daylight hours, he can be found tirelessly working to protect consumers from the fraudulent evils of capitalist overlords. By night, he seeks refuge amongst fellow nerdy adventure party members who sing songs and play games well into the night. It is during these hours that Ryan finds true joy. Ryan lives for storytelling and heartfelt interactions with other humans.

Ryan dreams of the day where he can spend his entire day entrenched in everything that is Dungeons & Dragons. He enjoys explaining rules, helping people find resources, and introducing new people to the amazing world of adventure that is found inside books and on tabletops. Ryan is a helper, coordinator, and trusted band leader. He has the ability to read people and to bring out their best selves - the inner genius that they didn't realize they had lurking deep inside. Ryan revels in watching the transformation of others into their new selves - stronger, more confident, and able to take on new responsibilities.

**Master of Mediation.** After two decades of confrontations with irritated customers and disgruntled employees, on what is often an hourly basis, Ryan has perfected the fine arts of conflict resolution and customer satisfaction.

**Armed with Amusement.** Unable to express himself fully within the halls of State Government, Ryan has developed a somewhat masked ability to entertain. In an environment where intelligence is valued, the practice of empathy is commonplace, and laughter is encouraged, Ryan's true nature shines. He is a refreshing addition to any adventure party.

**Steward of Adventure.** Where Ryan excels is in storytelling, making sure that everyone is thriving, and serving as an approachable guide.



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### RYAN, WIZARD OF LOCKWOOD

*Medium humanoid, lawful good*

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**Armor Class** 15 (leather armor, shield)

**Hit Points** 44 (8d8 + 8)

**Speed** 30 ft., ebike 60 ft. (ride)

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STR	DEX	CON	INT	WIS	CHA
14 (+2)	13 (+1)	13 (+1)	15 (+2)	15 (+2)	16 (+4)

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**Savings Throws** Int +5, Wis +5, Cha +6

**Skills** Perception +5, Performance +5

**Senses** Passive Perception 15

**Languages** Common, Elvish

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**Impersonation.** Ryan has the ability to imitate the voice of other creatures and humans with ease. He can use this ability to both calm and entertain. This provides Ryan with a +2 circumstance bonus to a Charisma check.

**Wave of Calm.** Ryan has the ability to soothe the angriest of beasts with the sound of his voice and the manner of his speech. This provides Ryan with a +4 circumstance bonus to a Charisma check during battle.