



MASON WILSON

Gift Shop Clerk

PROFESSIONAL SUMMARY

Dedicated Gift Shop Clerk with over 3 years of experience in retail sales and customer service. Skilled in creating an inviting shopping atmosphere, assisting customers in selecting gifts, and managing inventory. Proven ability to handle transactions accurately and efficiently while maintaining a positive attitude. Passionate about providing exceptional service and fostering customer loyalty.

WORK EXPERIENCE

Gift Shop Clerk

Seaside Innovations

Mar / 2024-Ongoing

Santa Monica, CA

1. Courteously greeted customers and efficiently processed transactions in a high-volume retail environment.
2. Operated cash registers and handled payments accurately while balancing the drawer at the end of each shift.
3. Assisted with inventory management, including stocking shelves and organizing merchandise displays.
4. Received commendations for flexibility in adjusting work hours to cover shifts for absent employees.
5. Maintained high accuracy in cash handling, achieving zero discrepancies month-over-month.
6. Consistently provided exceptional customer service, earning positive feedback from patrons and supervisors.
7. Utilized effective merchandising strategies to enhance product visibility and increase sales.

Gift Shop Clerk

Lakeside Apparel Co

Mar / 2023-Mar / 2024

Chicago, IL

1. Greeted customers and communicated product information and promotions effectively.
2. Handled cash and various payment forms with precision to ensure accurate transactions.
3. Performed general office tasks, including answering phones and documenting orders.
4. Assisted customers with inquiries and provided outstanding customer service.
5. Maintained cleanliness and organization of the store to enhance the shopping experience.
6. Operated gift shop registers and assisted in managing daily sales reports.

EDUCATION

Associate of Arts in Business

Springfield Community College

Mar / 2022-Mar / 2023

Santa Monica, CA

Studied business principles with a focus on retail management and customer service.

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SKILLS

Gift Selection Advice

Store Layout Design

Sales Promotions

Networking Skills

Store Maintenance

Seasonal Merchandise

INTERESTS

Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

STRENGTHS

Stewardship

Teamwork

Tenacity

Vision

LANGUAGES



English



Arabic



Italian

ACHIEVEMENTS

Recognized for achieving a 20% increase in customer satisfaction ratings over six months.

Successfully managed inventory turnover rates, reducing excess stock by 15%.