



MASON WILSON

Layaway Associate

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PROFESSIONAL SUMMARY

Seasoned Layaway Associate with 7 years of experience in managing layaway transactions and ensuring customer satisfaction. Adept at processing agreements, handling payments, and maintaining accurate records. Focused on delivering exceptional service through effective communication and problem-solving. Excited to bring my expertise to enhance retail operations and customer experiences.

WORK EXPERIENCE

Layaway Associate Jun / 2020-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Managed merchandise placement and organization within the storeroom for easy access.
- Processed customer payments efficiently, issuing accurate receipts using the cash register.
- Maintained precise records of layaway agreements, payments, and outstanding balances.
- Contacted customers regarding payment statuses to ensure continued interest in layaway items.
- Facilitated the release of merchandise upon receipt of final payments or account openings.
- Packed and prepared merchandise for customer pickup or delivery.
- Monitored security to prevent theft and ensure the safety of the store environment.

Layaway Associate Jun / 2018-Jun / 2020
Summit Peak Industries Denver, CO

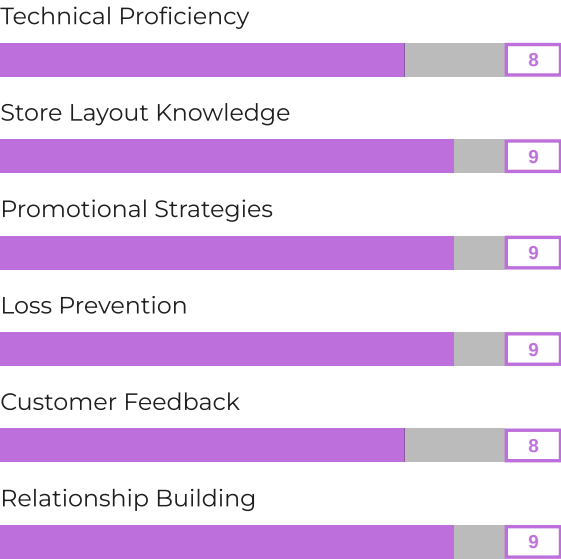
- Executed layaway transactions and purchases swiftly and accurately.
- Collaborated with management to process Return to Stock (RTS) reports, minimizing seasonal shrink.
- Maintained comprehensive knowledge of store layout and merchandise locations for efficient customer assistance.
- Handled returned merchandise promptly to uphold inventory integrity and minimize losses.
- Entered sensitive customer data into the layaway database, ensuring accuracy and confidentiality.
- Organized and managed the layaway inventory system effectively.

EDUCATION

Associate of Science in Business Jun / 2016-Jun / 2018
Springfield Community College Chicago, IL

Developed foundational knowledge in business principles and customer service strategies.

SKILLS



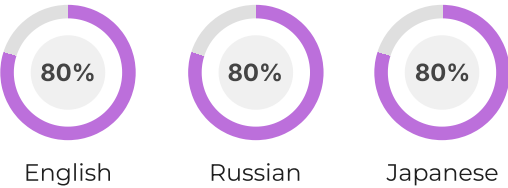
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Reduced layaway transaction errors by 20% through enhanced attention to detail.
- Successfully managed a layaway inventory of over 500 items, ensuring accuracy and availability.