

SHANDAL GIBSON

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SUMMARY

Seeking a position with an organization which will enable me to utilize my skills and experience while providing an opportunity for career advancement.

SUMMARY OF QUALIFICATIONS

- Ensure customers receive outstanding service by providing a friendly environment including greeting and acknowledging customers, maintaining solid product knowledge, and all other aspects of customer service
- Maintain awareness of all ongoing and upcoming promotions and advertisements and inform customers of same
- Assist in floor moves, merchandising, and display maintenance
- Aid customers in locating desired merchandise, making recommendations when requested
- Assist in completing price changes when needed
- Handle monetary transactions including cash, credit, and debit card purchases, redeeming coupons and gift cards, and providing receipts and change due
- Train and supervise staff to ensure timely and efficient service to customers
- Approve overrides and process online orders
- Assist in processing and replenishing merchandise and monitor floor stock
- Tag and price new and existing merchandise accordingly
- Assist with troubleshooting customer concerns and complaints, ensuring satisfaction with actions taken
- Communicate customer requests to management when requested
- Maintain neat and orderly sales and register area
- Prepare merchandise for shipment to other locations
- Process incoming merchandise, verifying items received with requisition orders

EXPERIENCE

Staffing Plus, Philadelphia, PA	12/2017 - Present
<i>Independent Contractor/ Paraprofessional</i>	
1st Impression Learning Center Philadelphia, PA	6/2017 - 12/2017
<i>Toddler Teacher</i>	
Little Sprouts Learning Center, Philadelphia, PA	2/2017 - 6/2017
<i>Infant Teacher</i>	
Burlington Coat Factory, Philadelphia, PA	12/2016 -2/2017
<i>Cashier</i>	
Walmart, Philadelphia, PA	10/2015 -
<i>Cashier</i>	
Express Factory Outlet, Philadelphia, PA	8/2014 - 2/2015
<i>Sales Associate</i>	

VOLUNTEER

Mercy Hospice, Philadelphia, PA	3/2016 – 4/2016
<i>Housekeeping</i>	
JEVS Human Services, Philadelphia, PA	4/2015 –
<i>Computer Lab Assistant</i>	
Schuylkill Haven Middle School, Schuylkill Haven, PA	2/2014 – 4/2014

Guidance Counseling Internship
PHENND, Philadelphia, PA
Mentor

6/2012 – 8/2012

EDUCATION

Pennsylvania State University, Schuylkill Haven, PA

2009 - 2014

Psychology Studies

Olney West High School, Philadelphia, PA

2009

Diploma