

**Shawn L. White**  
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Antioch, California 94509

**925-752-3497**

### **Summary**

Customer Consultant/Retail professional offering experience in the customer service field. Ability to analyze and determine inventory levels while delivering results that achieve the company objectives; In-depth knowledge of customer service needs; Resourceful and creative skills; Enjoy challenges and overcoming obstacles; Ability to work calmly under pressure; Recognized for attention to detail and adherence to standards.

### **PROFESSIONAL EXPERIENCE**

**Halloween City Retail Store Pittsburg, Ca. Title: Cashier/Customer Service Department**  
**September 2011 thru November 2011 (Seasonal)**

- Handled retail store operations including cashier activities by greeting customers providing feedback regarding costumes, and fitting sizes.
- Maintained and assured that effective customer satisfaction was placed at top priority within the company compliant standards.
- Restocked store merchandise supplies as needed within my department area.
- Utilized my attention to detail skills as requested by watching customers closely entering and exiting the store while not causing conflict.
- Maintained and provided adequate housekeeping support in my assigned area daily by identifying and addressing department maintenance.
- Engaged in inventory supply levels for the department; responsible for maintaining department supply inventory, mark downs on inventory delivering results that achieve the department objectives.

**FedEx Retail Store Oakland, Ca. Title: Warehouse Worker**  
**March 1996-August 2008**

- Answer phones, greet and directed customers to desired locations within the store.
- Responsible for placing and receiving shipping orders monitoring and reviewing shipment orders daily networking to ensure accuracy.
- Called customers accordingly upon receiving orders or providing feedback on delayed orders.
- Provided adequate shipments for clients or customers upon request in a timely manner collaborating to assure that company standards were met.

- Ordered and restocked supplies as needed throughout the store.
- Provided feedback on customers needs to build and maintain effective business relations.
- Handled incoming and outgoing mail and mail orders.
- Sorted/filed and logged orders in the data base to help assure and monitor inventory; stacked and boxes and broke down boxes.

**Education:**  
**1996-1999      Fremont High School**

### **Qualifications**

- **Experience working in Retail Store Environments**
- **In-depth knowledge of retail network**
- **Interpersonal and Team Building/Leadership skills**
- **Warehouse experience**

**References upon request**