

GARY J. PICO

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PROFESSIONAL SUMMARY

Enthusiastic and diligent Sales Associate— with an excellent sales and customer satisfaction record. Adept at maintaining cordial and professional relationships with colleagues, customers and supervisors.

CORE QUALIFICATIONS

- Over 15 years of sales and customer service experience.
- Well organized and skilled in inventory control, cashier experience and order processing.
- Hard working and energetic with consistent attendance and punctuality.
- Knowledgeable and skilled in PowerPoint, MS Word, MS Excel.
- Exceptional understanding of consultive selling by determining customer needs.

EXPERIENCE

Seasonal Merchandiser

Crate & Barrel, *San Francisco, CA*

December 2015 – January 2016

- Organized the stock room and kept track of merchandise in inventory.
- Located merchandise for sales team in stock room, restocked returns.

Customer Service Support

Old Navy, *San Francisco, CA*

November 2014 – January 2015

- Assisted customers with locating merchandise and providing information about current sales.
- Replenished the display and rovers, and maintained a clean and safe sales floor.

Customer Service Support

Nordstrom Rack, *San Francisco, CA*

March 2014 – April 2014

- Provided customer service to shoppers on the sales floor.
- Retrieved requested items from stock room as needed, and suggested complimentary items.

Sales Associate

Macy's Store – Union Square, *San Francisco, CA*

August 2002 – February 2012

- Operated POS cashier system in the Domestics department.
- Kept track of buy-backs, special orders and damaged products, resolved customer inquiries and complaints, and assisted with quarterly inventory.

VOLUNTEER WORK

Volunteer Food Server

Glide Memorial Church, *San Francisco, CA*

EDUCATION

Pacific Union College *Angwin CA*

Coursework in Graphic Design, Western Art, and Psychology

Excellent references available upon request.

6/15

Cashier Test

Score / 15

- A 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- C 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- B 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- A 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service
- B.S 6) What is the current sales tax rate in your city _____?
- D 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06
- A 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50
- B 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50