

Called 3/23

# 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.

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

85

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