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| **Mary Magan**Retail

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|  | 3403 22st S #105 Saint Cloud, United States, 56301 |

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|  | (612) 323-0499 |

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|  | maryanmagan97@gmail.com |

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Knowledgeable and dedicated customer service professional with extensive experience Customer Service and Retail industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

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|  | **Skills**

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| Light maintenance |

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| Shipping and receiving |

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| Performance improvement |

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| Inventory management |

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| Warehouse safety |

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| Product picking |

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| Stocking |

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| Shelving of products |

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| Leadership skills |

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| Time Management |

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| Stock management |

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| Customer Service Skills |

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|  | **Work History**

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| **2014-01 - 2019-11** | Customer Service Associate*Marshalls Department Store, Minneapolis, MN** Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
* Worked closely with shift manager to solve problems and handle customer concerns.
* Increased sales and customer satisfaction through personalized servicing.
* Logged reports, expenses, receipts, and sales in company database.
* Assisted customers with prompt and polite support in-person and via telephone.
* Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
* Effectively located merchandise across various stores to address customer needs.
* Answered product questions with up-to-date knowledge of sales and store promotions.
* Developed and actualized customer service initiatives to decrease wait times.
* Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.
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| **2018-02 - 2019-10** | Ticket Seller/Cashier*Chanhassen Theater, Minneapolis, MN** Monitored self-checkout systems and provided help in resolving complex problems.
* Aided guests with special needs and helped with seat accommodations.
* Scanned patrons' tickets, reported invalid tickets to supervisor and assisted patrons to assigned seats.
* Maintained lobby, hallway and auditorium cleanliness using various sanitation practices.
* Assisted theater vendors with necessary setup tasks.
* Participated in on-going training and drills to prepare for emergency situations.
* Directed patrons to specific venue locations, restrooms, and will-call window.
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| **2016-03 - 2019-09** | Inspection Technician*Electrolux, Saint Cloud, MN** Inspected various units using instruments and proper techniques for reliable results.
* Followed quality assurance policies and procedures to verify work of production team.
* Checked units for foreign objects, rattles, and loose internal hardware with shakedown techniques.
* Rejected unacceptable items and recommended corrective actions.
* Completed receiving, in-process and final inspections on different manufactured components.
* Analyzed repeated malfunctions and deviations to trace root causes and assist with preventive measures.
* Reviewed production activities and documentation to check conformance to optimal procedures.
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|  | **Education**

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| **1994-08 - 1998-05** | High School Diploma |

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Proficient in English and Somali |  |

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