Jordan Ellis

// Retail Associate

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> SUMMARY

Retail associate with 3 years in a department store and a pharmacy gift shop, now working register, fitting rooms and floor sales in the women's and home departments. Opens 15+ store credit accounts a month, runs the POS system and cash handling without shortages, and keeps the sales floor full and set to plan.

> SKILLS

• Customer Service • POS System • Cash Handling • Cash Register • Product Knowledge • Visual Merchandising • Basic Math Skills • Store Credit Sign-Ups • Professionalism • Multitask

> EXPERIENCE

Retail Associate 10/2024 - Present

Piedmont & Pine Department Store Charlotte, NC

Two-level department store with 60 associates.

- Process **100+** POS system transactions a shift, including returns, exchanges and gift cards, with zero drawer shortages.
- Earn first place among 22 associates in store credit sign-ups for Q2 2026, opening 15+ accounts a month.
- Advise shoppers in women's and home using product knowledge from weekly huddles, adding a second item to 30% of sales.
- Set visual merchandising for 4 seasonal floor sets a year and recover fitting rooms hourly, about 300 items a shift.

Cashier 06/2023 - 09/2024

Freedom Drive Pharmacy & Gifts Charlotte, NC

Independent pharmacy with a front-store gift shop.

- Handled cash, card and co-pay transactions for **90+** customers a shift with accurate cash handling on every drawer.
- Verified IDs on all age-restricted and pseudoephedrine sales in line with state and federal law, with no violations.
- Built 2 front-end gift displays a month for holidays and local events, moving seasonal stock before markdowns.
- Balanced the drawer at close with basic math skills, keeping every count within $1 over 15 months.

> EDUCATION

High School Diploma 06/2023

Garinger High School Charlotte, NC

> CERTIFICATES

Customer Service and Sales Credential 11/2024

NRF Foundation (RISE Up)