BRITTANY SHAW

SALES CLERK

CONTACT

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SUMMARY

Sales clerk with 2 years in an independent bookstore and a garden center, handling 80+ sales a day and placing special orders for regular customers. Accurate on the cash register and with basic math skills, and a good listener whose customer service turns a vague request into the right book or gift.

SKILLS

- Customer Service
- Cash Register
- Basic Math Skills
- Special Orders
- Product Knowledge
- Visual Displays
- Receiving
- Gift Wrapping
- Good Listener
- Communication Skills

EDUCATION

Associate of Arts

05/2027

Jefferson Community and Technical College

Louisville, KY

General Studies

EXPERIENCE

Sales Clerk 05/2025 - Present

Bardstown Road Books & Gifts Louisville, KY

Independent bookstore and gift shop with 7 staff.

- Handle **80+** cash register sales a day, including gift cards, holds and gift wrapping, with no drawer shortages in 2026.
- Manage 25+ special orders a month for books and gifts, calling each customer the day the item arrives.
- Guide customers to the right book or gift with product knowledge of 12 genres, lifting add-on sales about 10%.
- Arrange 2 visual displays a month in the window and front tables around holidays and local author events.

Seasonal Sales Clerk 03/2024 - 09/2024

Highlands Garden Center Louisville, KY

Family-owned nursery and garden center.

- Processed **150+** sales a day during the spring rush with accurate change, plant codes and delivery tickets.
- Advised customers on sun, soil and watering needs for annuals, shrubs and vegetables, using vendor care guides.
- Received weekly plant and supply deliveries against invoices, catching about 5 count or price errors a month.
- Logged dead and damaged plants for vendor credit each week, recovering about $600 a month for the owners.