

Charles MacDonald
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Profile

Results-driven, aspiring store manager with a strong academic record and over four years of experience in customer service, retail sales, and human resources.

Key Skills

- Oral and written communications skills
- Customer assistance
- Sales planning
- Inventory management
- Cash drawer management
- Extensive familiarity with MS Office, Adobe Creative Cloud

Education

Associate of Arts in Business Administration

Community College of Denver, Denver, CO, September 2018 - May 2020

Courses completed include:

- Business Communication and Report Writing
- Accounting Principles
- Legal Environment of Business
- Business Statistics

High School Diploma

Denver East High School, Denver, CO, 2015

Professional Experience

Assistant Store Manager, Zip Drive Computing & Sales, Denver, CO, February 2017 – Present

- Assisting Store Manager with planning, monitoring and maximizing retail budget of \$13M
- Assisting Store Manager with developing, implementing, and updating store policies
- Recruiting, training and monitoring a constant staff of 45 Associates
- Developing marketing strategy incorporating traditional and digital campaigns
- Greeting and assisting approximately 35 customers daily
- Hosting private weekly computing classes
- Performing Associate functions as needed

Associate, Zip Drive Computing & Sales, Denver, CO, November 2015 – January 2017

- Greeted and assisted approximately 10 customers daily, made cross-sell and upsell recommendations
- Organized and restocked inventory
- Completed POS transactions, including cash, check, and credit purchases and refunds
- Reconciled cash drawer at start and end of each shift and resolved discrepancies

Certification

- Computer Service & Support Certificate, Community College of Denver, Denver, CO, 2016