

James MacKay

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Authorized to work in the US for any employer

Work experience

Customer Service Representative

Fedex | Boulder, CO

October 2024 to September 2025

Handled Money

Customer Service

Inventory

Package Handler

General Logistic Systems

October 2021 to January 2023

Handled Flow of Packages

Moved and Secured Packages

Provided Support to Warehouse Personal

Maintained Warehouse Cleanliness

Package Handler

Fedex

2020 to 2021

Provided support to Warehouse Personal

Handled the flow of packages

Maintained Warehouse Cleanliness

Customer Service

Home Depot

2017 to 2020

Maintained Store Cleanliness

Maintained Lot

Handled Money

Provided excellent Customer Service

Education

History (BA)

San Jose State University

2010 to 2013

Associate's Degree

West Valley College

2007 to 2010

Upper secondary education

Skills

Sweeping Packaging Liquor sales Specialty store experience Warehouse distribution
Delivery driver experience Customer returns handling Filing Client interaction via phone calls
Planogram implementation Warehouse experience POS
Retail sales - Retail sales experience (6-10 years) Customer service Operations management
Computer operation Unloading Marketing Math Closing sales Order tracking
Schedule management Multitasking Cleaning Communication skills
Convenience store experience Food hygiene Payment reconciliation Payment card processing
Shelf stocking Materials handling Grocery store experience Salesforce Manual handling
Personal protective equipment (PPE) adherence Processing cash transactions Order picking
Professional networking Stock organizing Meat cutting Clothing store experience
Safe work practices Cashiering Guest relations CRM system proficiency Mopping
Order shipping Retail sales transactions Cooking Payment verification Food management
Retail math Clean workspace maintenance Microsoft Office
Cycle counting inventory management Basic math Sales Outdoor work
Retail pharmacy experience Balancing cash drawers Event marketing Sales objection handling
Maintaining an organized workspace ERP systems Adaptability Integrity Testing milk quality
Cash handling RF scanner Direct selling Social media management
Backroom stock organization Driving Packing Shipping & receiving Heavy lifting
Inventory control Store opening procedures Team management Detecting counterfeit currency
Dishwashing Maintenance Cash management Interpersonal skills
Canvassing for sales campaigns Receiving shipments Safety regulations Typing
Shipping and receiving inventory management Picking & packing Background checks
Retail price checking POS systems Customer relationship building Grocery store
Merchandising Electronics store experience Stock receiving Windows Mobile devices
Organizational skills Retail signage placement Attention to detail Customer retention
Cash register operations Microsoft Excel Retail store experience Technical Proficiency
Customer relationship management Stocking Cash register Load & unload Door-to-door
Power tools Window cleaning Janitorial experience Hand tools Food preparation
Fashion retail Pallet jack Client relationship development Problem-solving Quality inspection
Making change Merchandising display arrangement Reach truck Social media marketing

Sanitation procedures

Providing product information

Appointment scheduling

Kitchen experience

Special order processing

Meal preparation

Greeting customers

Retail management

Friendly demeanor

Outdoor work experience

Inside sales

Sanitation

Customer communication

Teamwork

Physical inventory counts for inventory management

Ability to follow instructions

Inventory management

Refund processing

Store closing procedures

QuickBooks

Customer complaint resolution

Hardware store experience

Phone communication

Time management

Languages

Bilingual

English

Certifications and licenses

Driver's License