



# JOSETTE WOLVERTON

7795 West 52nd Avenue Apartment 405, Arvada, Co 80002,  
720-829-2350, quinnjosette@yahoo.com

## PROFESSIONAL SUMMARY

To secure a career that creates a mutually beneficial working relationship. That utilizes my skills in warehousing, customer service and quality assurance.

Performs hard work efficiently. Team player and self-starter.

Multitasked leader to set example of communication, organization, and detail oriented.

## SKILLS

- Customer Service
- Clear oral and written communication
- Merchandise control and presentation
- Problem solving
- Cash management
- Leadership
- Positive attitude
- Team player

## EXPERIENCE

May 2007 - Current

Warehouse Associate

Sams Club | Arvada, Co

- Implement policies, goals and objectives for multiple departments in coordination with management and staff.
- Answered customers' questions on purchases, store policies, and store returns.
- Accepted and processed customer payments in cash, credit cards and checks, checking for validity.
- Manage movement of products in and out of facility.
- Perform customer service by assisting customers on the floor.
- Acknowledged customer issues and resolved their problems quickly and efficiently.
- Collaborated with managers and leads to plan, develop and implement merchandise to floor.
- Employed knowledge of grocery and hard lines to make appropriate recommendations for customers.
- Effectively communicated with other employees and upper management to ensure complete care of customers.

- Emphasized the specific product features that would stand out to customers, showing them product limitations and capabilities.
- Evaluated the customers' needs and provided service options to meet their requirements.
- Greeted customers and offered them assistance where possible.
- Informed customers about current promotions and sales, encouraging them to take advantage.
- Coached customers on how to use self-checkout stations.
- Counted the cash in the register at the start and end of each shift.
- Encouraged customers to register for store rewards cards and promotions.
- Interacted in a pleasant and friendly way with store guests.
- Performed duties such as mopping, organizing shelves, and marking prices.
- Verified customers' ages for legal compliance with products such as alcohol and tobacco.
- Kept lines moving smoothly so that no more than 3 people were in line.
- Explained policies and procedures to clients based on their needs.
- Accurately completed cash register transactions.
- Adhered to all store retail procedures and policies.
- Educated customers about product options to exceed their experience.
- Effectively executed visual merchandising and marketing initiatives.
- Interfaced with customers to determine purchasing needs, directed them to appropriate items, and recommended additional products.
- Received and processed cash and credit payments.
- Served multiple customers simultaneously in a stressful environment.

January 2007 - April 2007

Floor Specialist

Lowe's | Arvada, Co

Ensure proper signage, displays, and customer service to several Lowe's stores.

July 2006 - December 2006

Sales/ Marketing

Coca-Cola Enterprises | Denver, Co

Merchandise Coca-Cola products throughout 3 to 4 grocery stores. Stocking, rotating to code, building displays, keeping inventory of back rooms and ordering what is needed.

May 1993 - July 2006

Merchandiser/ Cashier

Costco | Westminster, Co

Front End Supervisor.

Merchandised product to sales floor with limited supervision.

Stocking, displaying, and properly rotate stock.

Cashier.

## EDUCATION

May 1991

Diploma

Robert E Lee High, Tyler, Tx