

# Stanton Ross Jr.

Saint Paul, MN

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## WORK EXPERIENCE

### **Employee**

Macy's - Minnetonka, MN - May 2013 to September 2015

taking orders and preparing and selling food for customers while keeping a clean environment. I have multiple duties such as preparing food, Starbucks drinks, taking orders, ringing customers and cleaning the department for a fresh start the next day.

### **Stocker**

Deli Sales - January 2014 to April 2014

Walmart --- Brooklyn Park

Changing the layout of specific aisles of the store. New labels are put up and then the products are placed in their new homes. This is the average day of work, however, on days when staffing was short, I would help employees with stocking shelves, helping customers, and "zoning" (facing the products).

### **Overnight Cashier**

CUB Foods - March 2013 to August 2013

Brooklyn Park

Operating the cash register to itemize and total customer's purchases in grocery at night while also fulfilling night cleaning duties for the employees in the morning.

### **Customer Service Agent**

Best Buy/Geek Squad - Minneapolis, MN - June 2012 to February 2013

Responding to customer needs in a professional & timely manner, making the customer feel as if they are

your only customer and their situation is the only thing that matters while at counter or over the phone. Helping clients with small computer fixes, checking the client in as well as informing progress on computer repairs.

### **Home Sales**

Seasonal Men - December 2011 to January 2012

Macy's --- Minneapolis, MN

Sales in Mens Department, providing customer service on sale questions and returns. I also was part of the Clean Up Crew, cleaning and fixing up the areas of all department floors to make presentable for the customers. Though I only worked there a short period was a great learning experience in sales and customer service.

### **Crew Member**

McDonalds - Minneapolis, MN - August 2011 to January 2012

Working the morning shift, I was a presenter, Runner, at the drive-thru, and a Cashier at front

counter my duties consisted of providing the customer with their order and making sure that order was correct all within a 25 second time frame.

#### Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of loyal clients

#### EDUCATION

##### **MTS**

Charter School - Minneapolis, MN

2009