Ella Morgan

Retail Assistant

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Summary

Retail assistant with three years of experience in homeware and convenience stores. Confident with customer enquiries, till transactions, deliveries and replenishment. Known for clear shift handovers and careful stock checks during busy trading periods.

Experience

Retail Assistant, Example Willowgate Home Store — Jan 2024 - Present

Bristol

- Support customers across homeware and seasonal departments, checking product details and stock availability before recommending alternatives.
- Replenish 12 priority product bays before opening and flag missing shelf labels to the shift supervisor.
- Helped reduce unresolved stock discrepancies from 19 to 8 in one quarterly count by checking delivery records and recording damaged items consistently.
- Train new starters on till sign-in, receipt handling and the process for referring refund exceptions to a supervisor.

Store Assistant, Example Fernrow Local Market — Jun 2023 - Dec 2023

Bristol

- Processed cash and card transactions and completed till handovers with the duty manager.
- Checked incoming deliveries against order lists and separated damaged goods for review.
- Maintained a shared customer reservation log so colleagues could locate held items during shift changes.

Education

Level 3 Diploma in Business — 2021 - 2023

Example Fernrow Further Education College

Skills

Customer service: Product enquiries, Complaint escalation, Click-and-collect support

Store operations: Till transactions, Stock replenishment, Delivery checks, Shelf labelling

Teamwork: Shift handovers, New-starter support, Task prioritisation

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/retail-resume-sample