

JACK GEROSA

CUSTOMER SERVICE - RETAIL SALES

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Team-oriented Customer Service Professional demonstrating excellent quality service and people skills essential to improving customer retention and sales while promoting a positive space for both consumers and staff. Deliver outstanding customer support with unwavering focus on high-quality standards and bottom-line profit improvements. Team-player with a penchant for developing effective working relationships with peers.

CORE COMPETENCIES

- Customer Service
- Merchandising
- Stock Support
- Upselling
- Inventory Control
- Relationship Building
- Cashiering
- Communication
- Organized

EXPERIENCE

Parkridge Nursing Home; Brewster, NY **2019 to 2020**
Companion

- Aided residents who needed assistance with eating by carefully feeding them with a spoon.
- Engaged with residents to keep them involved with social activities, including bingo and group exercise.
- Transported residents throughout the facility to assist them in reaching their destinations quickly.
- Operated in a team of five nursing companions that helped up to 70 residents in the nursing home.

Spirit of Christmas; Jefferson Valley, NY **2019**
Sales Clerk

- Stocked shelves to have full displays and ensured items in demand were easily accessible to customers.
- Directed customers to store items based on their interests, needs, and wants.
- Suggested store items to customers and made upsells when possible.
- Performed "put-backs" through returning items not sold to maintain inventory and sales displays.

Target; Brewster, NY **2016**
Cashier

- Greeted customers upon arrival to create a warm and welcoming shopping experience.
- Addressed all customer problems in accordance with company personnel policies and procedures.
- Processed transactions, ensuring prices on items were accurate and discounts were honored.

EDUCATION

New York Institute of Technology | Vocational Independence Program (VIP): Culinary Arts; Long Island, NY

Maplebrook High School | High School Diploma; Anemia, NY