

# Mariana Mcdaniel

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## SUMMARY

Campus retail operations professional with four years of experience supporting college bookstore service, textbook coordination, inventory control, POS transactions, receiving, purchasing, billing, **merchandising**, and shift guidance. Manages semester transitions from faculty adoption follow up through **initial orders**, shelf preparation, replenishment, returns, buyback preparation, and student sales. Brings careful **cash handling**, reconciliation, daily deposit control, 10 key accuracy, vendor research, discrepancy resolution, and organized documentation for invoices, counts, write offs, and internal charges. Trains part time associates on store procedures, **customer service**, POS workflows, and opening and closing routines, while providing calm task direction during busy periods. Works comfortably with students, faculty, staff, vendors, finance teams, and campus partners, helping store operations remain orderly, welcoming, and responsive.

## EXPERIENCE

### Senior Campus Store Associate

August 2024 - Present

Forsyth Academic Bookstore Services

Winston-Salem, NC

Supports textbook sales, merchandise operations, internal orders, inventory control, customer service, and shift level guidance across campus and satellite locations.

- Coordinated faculty adoptions, missing selections, initial orders, **shelf tags**, and replenishment for semester launches
- Balanced POS activity during **financial aid sales**, completing cash **reconciliation** and daily deposit controls
- Received **textbooks**, **course kits**, apparel, supplies, and convenience goods against purchasing documentation
- Trained part time associates on POS workflows, textbook lookup, service standards, and opening checklists
- Prepared departmental merchandise invoices, tracked balances, and resolved routine discrepancies with finance staff
- Restocked satellite **inventory**, rotated products, and escalated significant policy, personnel, or financial issues

### Campus Store Associate

July 2022 - July 2024

Triad Campus Retail Cooperative

Greensboro, NC

Delivered front line bookstore service while supporting **receiving**, textbook lifecycle work, **purchasing** research, inventory records, merchandising, and safe daily operations.

- Served students, faculty, and staff through POS transactions, returns, telephone inquiries, and course searches
- Received textbooks, food, beverages, merchandise, and supplies, matching quantities against vendor documents
- Supported textbook reorders, **approved returns**, dead stock processing, **wholesale returns**, and buyback preparation
- Performed cycle counts and **10 key** reconciliations, documenting approved adjustments and **inventory write offs**
- Researched vendor pricing and availability, tracking routine merchandise requests through receipt and filing
- Built displays and replenished high traffic areas during busy periods with frequent customer interruptions

## PROJECTS

### Semester Textbook Readiness 📅 2025

Coordinated adoption follow up, ordering, shelf preparation, replenishment, and returns for a smooth student sales cycle.

### Satellite Merchandise Replenishment 📅 2024

Supported off site stock counts, product rotation, restocking, and presentation checks across a secondary retail location.

## LEADERSHIP & AWARDS

- Recognized by store leadership for dependable semester transition coverage and steady student service.
- Selected to train new associates on POS workflows, textbook lookup, and store opening procedures.
- Trusted with assigned lead shifts, routine task direction, and escalation of significant operational concerns.

## EDUCATION

### Associate in Applied Science in Business Administration

2022

Guilford Technical Community College GPA: 3.5

Jamestown, NC

**Coursework:** Business operations, accounting principles, office applications, customer service

## CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- 10 Key Adding Machine Skills 📅 2022

## TECHNICAL SKILLS

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- **Point of Sale Systems:** POS software, cash registers, transaction processing
- **Inventory Systems:** Inventory management, cycle counts, stock records
- **Textbook Operations:** Textbook adoptions, buyback, approved returns
- **Purchasing Tools:** Vendor research, purchase orders, replenishment
- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft Office Suite
- **Financial Controls:** Cash handling, reconciliation, daily deposits
- **Billing Records:** Internal billing, invoices, outstanding balances
- **Receiving Records:** Receiving documentation, quantity matching, discrepancy tracking
- **Merchandising Tools:** Shelf tags, product displays, product rotation
- **Store Procedures:** Opening checklists, closing checklists, safety procedures
- **Communication Tools:** Professional telephone skills, email, interpersonal communication

## SKILLS

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|---------------------------|------------------------|------------------|------------------------|
| • Campus Store Operations | • Inventory Management | • Cash Handling  | • Departmental Billing |
| • Customer Service        | • Ordering             | • Reconciliation | • Invoicing            |
| • POS Systems             | • Receiving            | • Daily Deposits | • Merchandising        |
| • Textbook Management     | • Vendor Coordination  | • 10 Key         |                        |

## PROFESSIONAL AFFILIATIONS

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- Campus bookstore service teams, supporting students, faculty, staff, vendors, and finance partners.
- Community college retail operations, contributing to student engagement and campus service initiatives.

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST