

Mariana Mcdaniel

Campus Store Lead Assistant

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STRENGTHS

- 📅 **Semester readiness**
Tracked adoptions, orders, shelf tags, and replenishment closely, helping busy sales periods begin with fewer surprises.
- 💰 **Cash control**
Balanced register activity and documented deposits carefully. Colleagues relied on steady follow through during financial aid sales.
- ❤️ **Customer service**
Handled interruptions with patience and clear answers, helping students find materials while keeping store lines moving.
- 👥 **Team guidance**
Trained new associates with practical checklists and calm coaching, giving newer staff confidence during assigned lead shifts.
- ✓ **Inventory accuracy**
Matched receipts, counts, and vendor records closely. Small discrepancies became easier for finance and store teams to resolve.

SKILLS

Campus Store Operations

Customer Service POS Systems

Textbook Management

Inventory Management Ordering

Receiving Vendor Coordination

Cash Handling Reconciliation

Daily Deposits 10 Key

Departmental Billing Invoicing

Merchandising

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

Forsyth Academic Bookstore Services 📅 August 2024 - Present 📍 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

Triad Campus Retail Cooperative 📅 July 2022 - July 2024 📍 Greensboro, NC

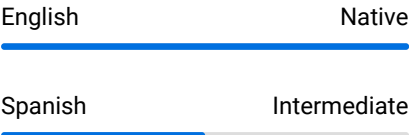
Delivered front line bookstore service while supporting **receiving**, textbook lifecycle work, **purchasing** research, inventory records, merchandising, and safe daily operations.

- 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

LANGUAGES



MY CAREER



- Senior Campus Store Associate at Forsyth Academic Bookstore Services (2.1 Years)
- Campus Store Associate at Triad Campus Retail Cooperative (2 Years)

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

Guilford Technical Community College 🎓 GPA: 3.5 📅 2022 📍 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

- **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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST