

Anderson Williams

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SUMMARY

Early career retail candidate and college student with supervised practice in **customer service**, apparel product guidance, **point of sale** transactions, omnichannel support, shipment processing, floor replenishment, promotions, **loyalty programs**, and credit program communication. Campus projects developed a calm, solutions oriented approach for greeting shoppers, identifying needs, explaining **product features** and benefits, resolving concerns, and balancing several requests in busy settings. Experience includes organized sales floor recovery, inventory checks, store cleanliness, loss prevention awareness, and professional written communication. Comfortable standing and walking for extended periods, moving merchandise, bending, reaching, pushing, pulling, and climbing a ladder when needed. Ready to contribute dependable service, accurate register work, teamwork, and a welcoming shopping experience in seasonal retail operations.

EDUCATION

Bachelor of Arts in Communication
University of Illinois Chicago GPA: 0
Coursework: Customer communication, interpersonal communication, organizational communication, professional writing

2027
Chicago, IL

TECHNICAL SKILLS

- **Point of Sale Systems:** Training registers, cashless transactions, returns
- **Customer Service Methods:** Needs discovery, issue resolution, service recovery
- **Omnichannel Retail:** Pickup support, inventory questions, customer handoffs
- **Merchandise Operations:** Floor replenishment, stock movement, size organization
- **Shipment Processing:** Shipment intake, count matching, discrepancy escalation
- **Retail Communications:** Product features, benefits, promotions
- **Loyalty Programs:** Loyalty enrollment, benefit explanations, customer disclosures
- **Credit Program Communication:** Credit offerings, program information, clear disclosures
- **Store Recovery:** Merchandise recovery, floor organization, closing routines
- **Retail Safety:** Loss prevention awareness, clean spaces, escalation procedures
- **Inventory Control:** Inventory checks, merchandise counts, stock records

SKILLS

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|-------------------------|-----------------------|------------------------|-------------------------|
| • Customer Service | • Omnichannel Support | • Credit Communication | • Loss Prevention |
| • Customer Engagement | • Product Features | • Floor Replenishment | • Verbal Communication |
| • Point of Sale | • Promotions | • Shipment Processing | • Written Communication |
| • Register Transactions | • Loyalty Programs | • Store Recovery | |

EXPERIENCE

Retail Customer Experience Project
University Project

January 2026 - Present
Chicago, IL

Supervised campus project focused on **customer service** workflows for a **children's apparel** setting. Supported simulated greeting, needs discovery, product guidance, checkout, omnichannel handoffs, merchandise recovery, and instructor reviewed service improvements.

- Mapped apparel greeting and needs discovery steps for common supervised shopping scenarios
- Practiced training register workflows for cashless transactions, returns, receipts, and loyalty enrollment
- Documented pickup, inventory, and in store assistance handoffs for **omnichannel** customer support
- Created apparel feature talking points and tested recommendations through focused role play sessions
- Organized simulated **sales floor merchandise** by size and category through replenishment checks
- Presented a customer experience guide and applied instructor feedback during final revisions

Retail Operations Simulation
Course Project

August 2025 - December 2025
Chicago, IL

Completed a semester retail operations simulation covering shipment intake, inventory movement, **floor replenishment**, promotions, transaction flow, **store recovery**, safety, and customer handoffs within rotating supervised assignments.

- Processed sample shipment records and matched merchandise counts with classroom inventory documents
- Communicated **promotions**, loyalty benefits, and credit information through clear role play disclosures
- Applied **loss prevention** awareness through organized merchandise, service zones, and escalation procedures
- Managed rotating assignments involving standing, merchandise movement, bending, reaching, and task completion

- Documented queue organization observations and recommended practical improvements for customer handoffs
- Completed simulated closing routines while returning merchandise and materials to assigned locations

Customer Service Scenario Lab

January 2025 - May 2025

Student Innovation Lab

Chicago, IL

Supervised service lab built practical communication habits through shopper greetings, product questions, competing requests, complaint resolution, written responses, store organization, and instructor reviewed escalation choices.

- Completed service scenarios involving greetings, product questions, complaints, and competing requests
- Used structured listening and clarification techniques before proposing realistic shopper solutions
- Recorded task priorities while balancing several customer requests during instructor reviewed exercises
- Wrote professional responses for pickup delays, unavailable items, **promotions**, and transaction corrections
- Maintained a clean mock service area while following safety expectations and returning materials
- Earned strong instructor feedback for calm problem solving and dependable communication

PROJECTS

Omnichannel Apparel Service Guide 📅 2026

Created a practical service guide connecting shopper greetings, product explanations, pickup support, checkout conversations, loyalty enrollment, and merchandise recovery. Work centered on making each interaction feel clear, respectful, and useful.

Retail Floor Recovery Study 📅 2025

Studied shipment intake, inventory checks, promotional communication, replenishment timing, store cleanliness, and loss prevention awareness. Findings supported smoother customer handoffs and a more orderly shopping environment.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026, recognized for strong academic performance
- Campus Service Learning Recognition, 2025, honored dependable community participation
- Customer service simulation presentation, praised by instructors for clear recommendations

CERTIFICATIONS

- Customer Service Fundamentals 📅 2026
- Retail Foundations Learning Path 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Welcome Team, Student Volunteer, 2025 - Present
- Student Activities Board, Event Support Volunteer, 2025 - Present
- University communication coursework, active participant in service focused projects

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST