

Tucker Macias

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SUMMARY

Dedicated retail professional with over two years of experience in fast-paced environments. Strong commitment to customer service, ensuring each interaction is supportive and responsive. Actively engage with customers to identify their needs while providing expert guidance and assistance. Efficiently handle cashier duties, manage transactions accurately, and maintain inventory levels effectively. Passionate about improving the shopping experience through teamwork and collaboration, contributing positively to store operations. Eager to join ABC Retailers and further enhance customer satisfaction while fostering a welcoming environment for all.

EDUCATION

High School Diploma

Columbia High School GPA: NA

Coursework: Customer Service, Business Management, Mathematics, Communication

2026

Columbia, SC

TECHNICAL SKILLS

- **Point of Sale Systems:** Square, Clover, Shopify
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho
- **Inventory Management Tools:** TradeGecko, Brightpearl, Fishbowl
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Data Analysis Software:** Excel, Google Analytics, Tableau
- **Project Management Tools:** Asana, Trello, Basecamp
- **Digital Marketing Platforms:** Facebook Ads, Google Ads, Instagram Marketing
- **Training Software:** Lynda, Udemy, Coursera
- **E-Commerce Platforms:** Amazon, Etsy, eBay
- **Employee Scheduling Software:** When I Work, Deputy, Homebase

SKILLS

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|------------------------|--------------------------|-----------------------|--------------------------|
| • Customer Service | • Team Collaboration | • Sales Support | • Conflict Resolution |
| • Cash Handling | • Problem Solving | • Positive Engagement | • Time Management |
| • Inventory Management | • Transaction Processing | • Strategic Planning | • Operational Efficiency |
| • Communication | • Product Placement | • Service Improvement | |

EXPERIENCE

Retail Associate

Student Lab

June 2026 - Present

Columbia, SC

- Role encompasses engaging customers and managing transactions within a retail setting while supporting store operations.
- Delivered exceptional customer service by actively listening to client needs and addressing concerns promptly.
 - Managed cashier duties efficiently, including accurate cash handling and credit card transactions.
 - Restocked shelves and maintained store presentation, which led to a more inviting shopping atmosphere.
 - Supported openings and closings, ensuring both smooth transitions and adherence to operational standards.
 - Assisted in inventory tasks such as stock counts and product retrieval from vendors to optimize product availability.
 - Participated in ongoing training sessions aimed at enhancing product knowledge and customer engagement skills.

Customer Service Simulation

University Project

January 2026 - May 2026

Remote

- Engaged in an interactive project refining customer service techniques based on real-world scenarios.
- Developed a multifaceted project enhancing customer response strategies through simulations.
 - Collaborated with peers to design role-play exercises simulating customer interactions for skill improvement.
 - Utilized faculty feedback to refine communication strategies, leading to better simulated outcomes.
 - Presented analysis on project findings, demonstrating the effectiveness of established techniques in service delivery.
 - Applied lessons learned from simulations to foster personal growth in customer handling and retention.
 - Leveraged technological tools throughout the simulation to monitor and document performance metrics.

Cashier Assistant

Student Innovation Lab

August 2025 - December 2025

Columbia, SC

Supported day-to-day functions as a cashier assistant, focusing on effective service and transaction accuracy.

- Facilitated customer transactions efficiently, resulting in high satisfaction and repeat visits.
- Maintained cleanliness and organization of the sales floor to create a positive shopping environment.
- Contributed to training initiatives for new hires on procedural best practices and service expectations.
- Monitored inventory and reported discrepancies to ensure product accessibility for customers.
- Engaged in promotional campaigns that boosted visibility and enhanced customer experiences.
- Actively participated in team brainstorming sessions aimed at improving service delivery and operational efficiency.

LEADERSHIP & AWARDS

- Dean's List - Columbia High School, 2025

CERTIFICATIONS

- Customer Service Excellence 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Customer Service Club, Columbia High School, 2025-2026
- Volunteer, Local Food Bank, 2025

LANGUAGES

- English (Native)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST