

John Morrison

www.johnmorrisonresume.com

BestBuy

September 2025 to January 2026

Seasonal Retail Customer Advisor

Host:

- Welcoming customers into store.
- Determine customer needs and direct them to the correct product and location of product in store.
- Direct customer to correct department: customer service, Geek Squad, or In-Store Pickup, Recycling,
- Communicate via radio to floor leader and sales that customer is heading towards store department and needs purchasing assistance.
- Monitor CCTV's for store customer activities. Report suspicious activities to floor leader. Coordinate with law enforcement on incidents.
- Responsible for minimizing product shrink or loss at Asset Protection desk.
- Verify receipts as customer is leaving store with Zebra Device.
- Thank customers for shopping and ask if they found what they needed if leaving without purchase.
- Complete employee / vendor possession inspections: i.e. bags and store keys.
- Inspire customers on current promotions.
- Assist with In Store Pickup orders: Scan / lookup order, locate item and complete pickup.

Front Registers:

- Process payments: Cash, Credit Cards, Gift cards.
- Lookup customer account and update any changes. Advise customer of credits.
- Advise customer of available protection plans.
- Process new credit card applications through POS terminal.
- Remove products from protective cases / spider wraps.
- Knowledge of POS register functions.
- Process store credit card payments.

Achievements: Employee of the Month: December 2025. Drove attachment rate of 12% for protection plans at register (goal is 10%).

Other Employment:

Psychosocial Rehabilitation
May 2008 to August 2025

Computer IT Contracts
January 2004 to April 2006

Industrial Engineer
February 1998 to November 2002

Ingles: Produce Clerk
December 2000 to May 2001

Education: *B.S. Industrial Engineering*
CompTIA A+, Network+ Certified Professional
Certified NC Peer Support Specialist

References Available Upon Request:

