



# MASON WILSON

Customer Returns Clerk

support@qwikresume.com  
(23) 456-7899  
Los Angeles  
www.qwikresume.com

## SKILLS



## INTERESTS

- DIY Projects    Crafting
- Meditation    History

## STRENGTHS

- Humility    Innovation
- Insightfulness    Integrity

## LANGUAGES



## ACHIEVEMENTS

- Improved return processing time by 20% through streamlined workflows.
- Achieved a 95% customer satisfaction rate by resolving return issues promptly.
- Reduced return discrepancies by 30% by implementing a new tracking system.

## PROFESSIONAL SUMMARY

Results-oriented Customer Returns Clerk with 10 years of experience in managing complex return processes and ensuring customer satisfaction. Adept at coordinating with vendors, resolving discrepancies, and streamlining operations to enhance efficiency. Proven ability to maintain precise records and implement effective solutions that drive organizational success.

## WORK EXPERIENCE

- Customer Returns Clerk** Feb / 2019-Ongoing  
WidgetWorks Inc., Denver, CO
- Managed end-to-end return processes, ensuring compliance with company policies.
  - Coordinated with vendors to resolve discrepancies and ensure timely product returns.
  - Maintained accurate records of returned items and processed customer credits efficiently.
  - Trained team members on best practices for returns handling and customer service.
  - Monitored and analyzed return trends to identify areas for process improvement.
  - Developed and maintained a filing system for return documentation.
  - Facilitated communication between departments to improve overall return management.

- Returns Clerk** Feb / 2015-Feb / 2019  
Silver Lake Enterprises, Seattle, WA
- Processed product returns for flooring materials, ensuring accurate credit issuance.
  - Inspected returned items for damage and quality, maintaining high standards.
  - Utilized forklift for efficient loading and unloading of returned merchandise.
  - Entered data into the AS400 system, tracking return quantities and vendor credits.
  - Resolved customer claims by verifying product conditions and processing refunds.
  - Maintained cleanliness and organization of the returns area to promote safety.

## EDUCATION

- Associate of Applied Science in Business Management** Feb / 2012-Feb / 2015  
Springfield College, Toronto, ON
- Focused on operational management and customer service strategies.

# Resume Template This Week Returns

**Yi-Tong Ma**



## **Resume Template This Week Returns:**

Artist's Market '87 Conner Susan,1986-10 Freelance artists looking for new marketing opportunities will find listings of 2 500 buyers of all types of graphic art and in depth information on each listing Illustrated **Artist's Market, 1983** Sally Ann Davis,1982-10 **Humor and Cartoon Markets** ,1990 Artist's Market ,1994 **Humor and Cartoon Markets, 1990** Bob Staake,1990-02 This first edition is filled with 600 listings of magazine newsletter greeting card and comic book publishers advertising agencies for jingles and slogans comedians managers radio d j s who use humorous material and more

**Artist's Market, 1990** Susan Conner,1989-09 **Artist's Market, 1992** Lauri Miller,1991 Graphic artists and fine artists looking for new marketing opportunities will find 2 500 buyers of all types of art in the new edition of Artist s Market Handy geographic indexes are included to help artists tap their local markets and articles and interviews with successful professionals give artists the tips they need to succeed in the art world Your Career Julie Griffin Levitt,2006 Build bridges from classroom to career Practical assignments throughout connect directly with the business community employers and the Internet This best selling book provides everything needed to gain competitive advantage in the workplace It is ideal for a course on Professional Career Development Job Search Resume Writing and Interviewing YOUR CAREER provides thorough coverage of career self assessment employer research job search interviewing and career building strategies The text also contains extensive instructions and examples of market driven electronic traditional and Web resumes as well as cover letters

**Weekly World News** ,1989-09-12 Rooted in the creative success of over 30 years of supermarket tabloid publishing the Weekly World News has been the world s only reliable news source since 1979 The online hub [www.weeklyworldnews.com](http://www.weeklyworldnews.com) is a leading entertainment news site The Pioneer Mail and Indian Weekly News ,1920 The Mining Journal, Railway and Commercial Gazette ,1896 **Using WordPerfect in Your Job Search** David Franklin Noble,1995 A new focused kind of computer book that shows readers how to use the power of WordPerfect to create quality resumes cover letters and other important job search documents Detailed step by step instructions make it easy to create different types of resumes such as combination resumes chronological resumes resumes from templates scannable resumes and hypertext Coal Review ,1922 Industrial & Mining Standard ,1926 *The United States Army and Navy Journal and Gazette of the Regular and Volunteer Forces* ,1881 **Editor & Publisher** ,1910 The Southern Lumberman ,1928 *Publishers Directory* ,2002 *Public Interest Job Search Guide* Stacy M. DeBroff,1993 **Public Interest Job Search Guide** ,1998

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