

Ryan Fussell

University of North Carolina at Charlotte Student

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Education

Bachelor of Arts in Communications Studies

University of North Carolina at Charlotte, Charlotte, NC

Concentration: Media and Technology

Minor: Journalism

Expected Graduation: December 2024

GPA: 3.45

Lambda Pi Eta - Communications Studies Honors Society

Davie County High School - High School Diploma

Honor Roll (2017 - 2021)

GPA: 4.2

Extracurricular activities: Volleyball, Varsity Golf, YoungLife Leader

Experience

Monkees - Sales Associate

Winston - Salem, NC 09/2024 - Current

- Delivered customer service by greeting and assisting shoppers, resulting in increased customer satisfaction and loyalty.
- Engaged with customers to understand their needs and provide tailored product recommendations, contributing to meeting and exceeding sales goals.
- Managed cash register transactions accurately, handling cash, credit, and returns efficiently.
- Helped with the logistics of fulfilling and shipping online sales.
- Assisted in visual merchandising and inventory management, ensuring an organized and appealing store layout.
- Stayed informed on current trends and product knowledge to enhance customer engagement and support sales initiatives.

J. McLaughlin - Sales Associate

Winston - Salem, NC 06/2024 - 09/2024

- Provided customer service by welcoming and assisting clients, fostering a welcoming and friendly shopping atmosphere.

- Engaged customers with in-depth product knowledge, effectively recommending items to enhance their shopping experience and drive sales.
- Processed transactions efficiently at the cash register, maintaining accuracy in cash handling and customer returns.
- Developed lasting customer relationships through personalized service, encouraging repeat business and enhancing brand loyalty.

J. Crew Factory - Sales Associate

Charlotte - Winston-Salem, NC 07/2023 - 06/2024

- Delivered exceptional customer service by welcoming and assisting shoppers, resulting in a positive shopping experience and repeat clientele.
- Provided knowledgeable recommendations on products, helping customers find styles and sizes that fit their needs and preferences.
- Collaborated with team members to meet sales goals and execute promotional campaigns, ensuring effective communication and teamwork.

Urban Outfitters - Sales Associate

Charlotte, NC 11/2022 - 05/2023

- Processed transactions accurately at the cash register, handling cash and credit payments with efficiency and attention to detail.
- Assisted in visual merchandising, ensuring product displays were creative, organized, and aligned with the brand's aesthetic to attract customer interest.
- Assisted customers in the fitting rooms.
- Collaborated with team members to achieve sales targets and support store initiatives, participating in promotional events and seasonal sales.

YMCA - Lifeguard

Clemmons, NC 12/2019 - 10/2020

- Monitored safety of guests in and around the swimming pool.
- Maximized customer satisfaction by greeting pool patrons with courtesy and resolving issues promptly.
- Conducted regular safety checks of pool areas, ensuring cleanliness and compliance with health and safety regulations.
- Educated patrons about water safety and proper swimming techniques, promoting a safe and enjoyable environment.
- Maintained accurate records of pool attendance, incidents, and maintenance needs, reporting any concerns to management promptly.

Carolina Pool Management - Lifeguard

Clemmons, NC 05/2019 - 09/2020

- Monitored pool activities to ensure the safety of all patrons, maintaining a vigilant presence and enforcing facility rules.
- Provided immediate response to emergencies, executing rescue techniques and administering first aid when necessary.
- Learned and maintained proficiency in first responder skills such as First Aid and CPR to offer individuals in distress optimal support.
- Provided valuable swim instruction to patrons of various ages to build confidence, strength, and skills in a positive learning environment.
- Completed basic maintenance and repairs to keep pools functioning properly.

Skills

Experienced in photo editing programs such as Photoshop, prior education in public speaking, Certified in CPR and First-Aid.

Awards

Lambda Pi Eta - Communications Studies Honor Society

Ann Graham McCurdy Vocal Art Song Scholarship