

Shannah McGarva

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Education

Bachelor of Science in Business Administration

Expected Grad. June 2029

University of Nevada, Reno

Other related Education Courses

August 2021-June 2025

Lassen Community College

General Education Degree

Lassen High School

Graduated June 2025

Experience

Sierra Trading Post – Reno, Nevada

September 2025-Present

Merchandise Associate

- Prepare and process approximately 10 online orders for shipment, ensuring timely delivery and accurate order fulfillment, while maintaining clear communication with customers about their orders
- Maintain a clean, organized, and visually appealing sales floor and stockroom all shift, ensuring a safe and enjoyable shopping environment for customers and efficient workflow for staff
- Managing financial transactions with precision, operating cash registers, processing payments, and handling returns and exchanges, while adhering to company policies and security procedures

Marshalls - Susanville, California

June 2024- August 2025

Retail Associate

- Delivered exceptional customer service by greeting customers, answering inquiries, and providing detailed product information, resulting in increased customer satisfaction and repeated business
- Efficiently processed and stocked incoming merchandise, ensuring exact inventory levels and organized product displays, which enhanced the shopping experience for customers
- Supported loss prevention efforts by watching the sales, reporting suspicious activity, and adhering safety protocols, which helped minimize theft and protect company assets

Super 8 Hotel - Susanville, California

June 2023-August 2023

Housekeeper

- Performed comprehensive cleaning of approximately 14 residential properties a day, including dusting, vacuuming, mopping, and polishing surfaces, ensuring a spotless and sanitary environment for clients
- Maintained a professional and courteous demeanor while interacting with customers, respecting their privacy and property, and having positive relationships to ensure repeated business
- Made beds and changed linens, ensuring fresh and clean bedding for customers, and organized closets and drawers for specific preferences

Skills

- Adobe certified
- LinkedIn certified
- Knowledge of ASL