

OSCAR A. SALAS

Graduate Communication Student | Retail Operations & Customer Service Professional
Avondale, Arizona | oscar salas4320@gmail.com | linkedin.com/in/oscar-a-salas-0b27231b5

PROFESSIONAL SUMMARY

Graduate communication student and customer service professional with retail, grocery, and food-service experience. Skilled in POS transactions, cash handling, merchandising, inventory recovery, returns, customer support, and daily store operations.

CORE SKILLS

Customer Service • Cash Handling • POS & Returns • Retail Operations • Merchandising • Inventory & Recovery • Teamwork • WordPress

PROFESSIONAL EXPERIENCE

JCPenney | Store Associate | Oct 2024 - Present | United States

- Process purchases, returns, exchanges, and payments accurately while resolving customer concerns and providing product assistance.
- Recover merchandise, organize fitting rooms, restock sales areas, and support promotional displays and daily store operations.

Fry's Food and Drug | Deli Clerk & Front-End Cashier | Jun 2023 - Apr 2024

- Served deli and front-end customers in a fast-paced environment and prepared food according to freshness and safety standards.
- Operated registers, maintained accurate cash drawers, and supported efficient checkout and customer service operations.

JCPenney | Associate | Oct 2022 - Jan 2023 | Tucson, AZ

- Assisted customers in shoes and jewelry, maintained merchandise displays, and recovered, organized, and restocked sales areas.
- Processed purchases, returns, exchanges, and jewelry transactions accurately during high-volume holiday periods.

ADDITIONAL EXPERIENCE

The Screamery HandCrafted Ice Cream — Server, Feb 2022 - Jul 2022, Tucson, AZ; trained new employees and prepared customized orders. **Walmart** — Stocking Associate, Feb 2021 - Aug 2021, Phoenix, AZ; stocked, rotated, organized, and inspected merchandise.

EDUCATION

Arizona State University — M.A., Communication and Media Studies | May 2026 - Dec 2027

Arizona State University — Bachelor's Degree, General Studies | Aug 2024 - May 2026

South Mountain Community College — Associate of Arts | Jul 2025

South Mountain Community College — Associate of General Studies, General Studies | Aug 2024

CERTIFICATION & HONORS

Foundations of Project Management | Dean's List: Fall 2024, Spring 2025, Fall 2025, Spring 2026 | Connect. Inspire. Engage.