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Links

- michellehenderson.dev
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- meritpages.com/michellehenderson

Key Skills

Web Design
HTML5
CSS
Writing and Editing
Customer Service

Michelle Henderson

Web Design Student | Retail Closing Expert

Summary

I am a Web and Digital Design student with a background in English and Digital Communication. I enjoy the creative and technical challenges of web design, and am currently focused on mastering modern web technologies to create accessible, aesthetically pleasing interfaces. In addition to web design, my 6 years in high-volume retail have equipped me with the interpersonal skills and adaptability required to thrive in fast-paced, customer-facing environments.

Education

University of Maryland Global Campus

Bachelor of Science, Web and Digital Design

University of Baltimore

Bachelor of Arts , English, specialization: Discourse and Technology

College of Southern Maryland

Associate of Arts , Arts and Sciences

Experience

Target

Closing Expert

November 2023 - Present (2 years 7 months)

- Deliver high-quality customer service
- Resolve guest concerns
- Be well-versed in Target Circle, Target Circle Card, and Target Circle 360
- Guide guests in effective use of the Target App
- Zone several departments of the store: face and straighten items on shelves, and remove items that do not belong in a timely fashion
- Shelf-read item locations
- Put up promotional signing on occasion
- Stock new merchandise and priority items
- Backstock merchandise using electronic MyDevice
- Complete Inventory and Price Audits on occasion

- Accurately handle cash, gift card, and app transactions
- Assist guests at self-checkout
- Communicate with Executive Team Leads and Team Leads via walkie
- Put back items that are out of place or returned in a timely fashion

Christmas Tree Shops

Customer Experience/Customer Checkout

November 2021 – August 2023 (1 year 10 months)

- Complete transactions: purchases, exchanges, returns, price adjustments, voids, tax exempt
- Request e-mails from every customer
- Promote special offers as needed
- Answer customer questions
- Assist customers on the phone
- Assist on the sales floor
- Announce store closing
- Trained 3 new employees

Burlington Stores Inc.

Lead Youth Department Associate

November 2016 – December 2018 (2 years 2 months)

- Recovery and organization of Youth Department
- Assist in merchandise and fixture moves
- Create visually appealing displays of merchandise
- Assist with signage
- Assist in annual inventory
- Assist in opening new store location, reading planograms
- Trained 2 new employees
- Assist customers locating merchandise and over the phone
- Complete multiple transactions on the cash register: purchases, returns, exchanges, alterations, and layaways
- Collect phone numbers and promote surveys to each customer

Seaworthy Small Ships

Digital Communications Assistant

October 2014 – December 2014 (3 months)

- Edit WordPress links, text, and images, upload optimized photos
- Collaborate with supervisor to design seasonal email marketing campaigns
- Update Facebook page by advertising products and events