

# CATHY LANCASTER

8245 N 27th Ave, #1049

Phoenix, Arizona 85051

(602) 995-5868

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## WORK EXPERIENCE

**Old Mill** — Glendale, Arizona

July 1991 – December 1991

Position: *First Assistant Manager*

- audit cash register/monies received
- submit daily deposits to bank
- call in daily earnings
- analysis of daily, weekly, monthly sales
- compare sales figures to previous year
- record/maintain petty cash fund
- assist in hiring sales personnel
- report payroll to parent company
- facilitate intra-company communications
- handle customer relations and correspondence
- coordinate and conduct fashion shows
- transfer merchandise to manufacturer
- research bid/purchase orders for store maintenance
- accept/check in shipments
- cover floor for maximum sales potential
- activate/deactivate store alarm

**J.C. Penney** — Flagstaff, Arizona

April 1989 – January 1991

Position: *Sales Associate*

- weekend supervisor
- maintained inventory control
- wrote sales goals for associates
- conducted department meetings
- opened and closed cash registers
- completed reports of errors
- called in catalog orders for customers
- locked safe after closing store

**Cloth World** — Tempe, Arizona & Phoenix, Arizona

March 1987 – July 1988

Position: *Sales Associate*

- promoted sales/special events
- provided customer service
- handled custom orders
- created displays
- took inventory of stock
- put out new stock

## SKILLS

Macintosh – MS Word  
IBM – Word Perfect  
Apple II – AppleWorks

Type 45 wpm  
Point of Sale Terminal  
Ten Key Calculator/Sharp Cash Register

## EDUCATION

**Northern Arizona University**

August 1988 – May 1991

Bachelor of Science: Fashion Merchandising and Marketing

Courses of Study:

- Business Statistics
- Market Research
- Presentation Techniques
- Merchandising Math

**Phoenix College**

January 1988 – May 1988

**Arizona State University**

August 1986 – December 1987

## ACTIVITIES/AWARDS

**J.C. Penney**

Monetary Award High Sales during Fashion Expo Sale September 1990  
Customer Service Award for Recognition of Service in Intimate Apparel November 1990

**Northern Arizona University**

Associated Members of Fashion Merchandising/Historian September 1990 – May 1991  
European Fashion Study Tour June 1990  
CrossCurrents Fashion Show & Seminar/Set & Stage Producer January 1991 – May 1991

**Arizona State University & Phoenix College**

Marching & Concert Bands August 1986 – May 1988  
Kappa Delta Sorority/Beta Psi Chapter August 1986 – December 1987

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