

# Kyle Pratap

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## Education

**Bachelor of Science in Accounting** Expected Grad. June 2029 University of Nevada, Reno

**High School Diploma** Graduated in June 2025 Edward C Reed High School, Sparks

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## Experience

Macys - Reno, Nevada

May 2024-August 2025

### **At Your Service (Customer Service)**

- Assisted over 40+ customers per shift by answering questions, help locating items, and checkout, generating around \$1000 in sales for the company.
- Resolved customer conflicts with returns and payments professionally so customers can be satisfied.
- Promoted to over 50+ customers per month with signing up for the store card, increasing 5-10% loyalty signups.
- Handled store purchases, returns/exchanges, and credit card payments using a POS system.
- Accurate cash handling.

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## Certifications

- Nevada PILB Work Card