

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Clothing Sales Associate - Company / Location

November 2021 – Present

- Strived for timely complaint resolution to preserve customer satisfaction and avoid unnecessary escalation.
- Provided customer service on the selling floor, front end, and fitting room.
- Made recommendations in line with customers' preferences and needs, as well as exceed sales targets via add-on sales based on knowledge of the latest fashion trends.
- Kept track of cash payments, balanced several cash drawers, finalized deposits, and operated the registry.
- Trained interns and new employees in customer service, product information, store upkeep, and system operation.

Junior Clothing Sales Associate - Company / Location

April 2020 – October 2021

- Greeted customers in person and on the phone and established positive communication to learn about their clothing needs and land sales by offering information on items being in-season, on a promotional sale, nearly out of stock, etc.
- Stocked the shelves, organized the inventory, priced the items, and operated a POS system to handle payments, exchanges, refunds, calculating taxes, and issuing receipts. Also made sure the register was consistent with the sales at the end of the day.
- Performed daily opening, closing, and general maintenance/housekeeping tasks in the store.
- Coordinated with the staff to ensure all sections were adequately serviced and all sizes were available to achieve a “white glove” shopping experience for the customers.
- Organized and transferred business records data to computer systems to ensure streamlined monitoring of all sales-related processes.

Project Experience

- Proposed and implemented a family membership program that boosted sales in men's and children's clothing departments by 15 percent.
- Planned and supervised 4+ in-store events to promote new lines and help local animal shelters with a percentage of sales.
- Designed a new layout for garments that allowed 75 percent of customers to choose items without help.

Education

Bachelor of Arts - University of California

2019

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Always up to date with the latest local and global fashion trends
- Strong attention to detail
- Excellent communication and customer service skills
- Inventory and in-store stock management
- Proficient in POS software

Licenses & Accreditations

Licenses Licenses & Accreditations

- CPSP (Certified Professional Sales Person) program
- CSDR (Certified Sales Development Representative) program