

NAME

TITLE

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

Profile

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Experience

Retail Sales Associate - Company / Location

January 2022 – Present

- Learned the range of the company's products thoroughly and contribute to creating new additions.
- Sought out new prospects and keep a solid, growing record of regular customers.
- Responded to in-person and telephone customer inquiries and provided quality service to associates.
- Have a strong drive to resolve complaints quickly; strive to fix issues on the first call and avoid escalation.
- Met or exceeded monthly quotas for sales by upselling products that match customers' preferences and past purchases.

Sales Assistant- Company / Location

October 2020 – December 2021

- Restocked and placed items on shelves in compliance with the company's "facing" guidelines.
- Relied on upselling skills to regularly achieve more than the appointed sales target.
- Scored 95 percent or higher on quarterly product knowledge tests.
- Maintained positive connections with customers to continuously determine their needs and fitting solutions.
- Operated a POS system for transactions (sales, exchanges, returns, and card payments) for at least 3 hours per day, 4 days per week.

Project Experience

- Created an index of customers' phone numbers based on preferences and frequency to help maintain and expand the customer base.
- Submitted a more productive employee schedule and daily chart which ensured that all aisles and phone lines are covered.
- Updated and drafted response scripts targeting complaint resolution, which helped streamline the customer service process.

Education

Associate of Arts, Retail Management - City College of San Francisco

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Upselling knowledge
- Communication
- Interpersonal
- Customer service
- Product Merchandising

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Sales Professional (CSP)
- RISE Up certification