

NAME

TITLE

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

Profile

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Experience

Sales Associate - Company / Location

March 2021 – Ongoing

- Greeted customers upon arrival and engaged with them by responding to their inquiries, recommending items, and providing excellent customer support.
- Drove sales through engagement with clients and offering helpful knowledge with suggestive selling of multiple products.
- Directed customers to the payment sections to complete transactions while occasionally assisting with the process to relieve the workload
- Maintained the sales floor's appearance by organizing the products in an orderly appearance and ensuring the consistency of the merchandise.
- Informed the clients and customers about promotions and sales opportunities to improve sales.

Sales Assistant and Cashier - Company / Location

July 2019 – February 2021

- Operated the day shift in a small fishing and diving supplies store.
- Greeted customers as they came in and offered assistance to help them buy the store's products and merchandise.
- Maintained positive rapport with customers to improve their shopping experience and determine their needs and fitting solutions.
- Relied on my upselling skills to recommend store merchandise, which helped me to consistently exceed my sales target by 5% to 10%.
- Processed clients' transactions and handled the POS system for sales, exchanges, returns, and card payments.

Project Experience

- Coordinated with management to introduce a wider variety of payment methods, including mobile banking apps and cryptocurrency.
- Drafted questionnaires and conducted quick client surveys to measure the extent of customer satisfaction with the products offered to determine the highest-rated ones for future recommendations.

Education

Bachelor's Degree in Marketing - University of Illinois

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Upselling merchandise
- Handling POS systems
- Time management
- Communication
- Analyzing and solving problems

Licenses & Accreditations

Licenses Licenses & Accreditations

- The top performer of the sales department in 2021
- Certified Sales Associate (CSA)