

NAME

TITLE

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

Profile

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Experience

Retail Sales Associate - Company / Location

November 2020 – Present

- Used upselling strategies to recommend products based on customers' preferences and past purchases to achieve or exceed monthly quotas for sales.
- Thoroughly learned the range of the company's products; a consistent score of 95 percent or higher on quarterly product knowledge quizzes.
- Strive to quickly resolve customer complaints; prioritize customer satisfaction, settle issues on the first call, and avoid escalation.
- Operated a POS system for at least 4 hours per day, 3 days per week; processed sales, returns, exchanges, and card payments.
- Tracked inventory, replenished stock, and updated the system with names, prices, and quantities of items.

Sales Intern - Company / Location

August 2019 – October 2020

- Assisted customers with their purchases and sought those who might require help within the store.
- Kept shelves clean and organized, and restocked merchandise according to company guidelines before they ran out.
- Made sure products on the shelves were in proper order according to expiry dates and removed items that are expired or nearly expired.
- Memorized information about available products to help customers, and regularly updated prices on the tags and the computer system.
- Operated the cash register; handled cash payments, processed card transactions, settled returns/refund claims, and checked that the register was even at the end of the day.

Project Experience

- Documented common customer inquiries and designed a script for in-person and over-the-phone responses.
- Trained 10+ sales interns and associates in providing satisfactory customer service.

Education

Bachelor's Degree in Marketing - University of Texas

2020

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Complaint handling
- Visual Merchandising
- Excellent customer service
- Inventory management and loss prevention
- Proficient in POS systems

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Sales Professional (CSP)
- Fundamentals of Digital Marketing certification (Google)