



SKILLS

Sales Management

Revenue Growth

Customer Service

Customer Needs Analysis

Conflict Resolution

Work Ethic & Professionalism

Effective Sales Process

Persuasive Selling Approach



EDUCATION

**Associate of Arts in
Business
Administration**
University of Alabama
at Birmingham



LANGUAGES

English
Native or Bilingual Proficiency

Spanish
Professional Working Proficiency

French
Professional Working Proficiency



INTERESTS

 Blockchain Technologies

 Sailing

 Web 3.0

 Sustainability

Frank Graham

Sales Associate

Accomplished, growth-focused professional with 8+ years of dynamic sales experience across multiple industries. Equipped a steadfast commitment to customer service excellence to enhance customer experience, maximize satisfaction, propel retention, achieve/exceed sales goals, and increase business revenue. Possess superb abilities to develop and maintain a high level of product knowledge to persuasively promote them to existing and potential customers.

 frank@novoresume.com

 123 444 555

 Montgomery, AL

 linkedin.com/in/frank.g



WORK EXPERIENCE

Sales Associate

ShoPerfect Deluxe Mal

11/2018 - Present

Montgomery, AL

Achievements

- Formulate and execute compelling seasonal sales promotions, resulting in over 30% increase in-store sales for five consecutive months in the year 2019 & 2023.
- Proactively interact with customers to recommend products that best suit their tastes, interests, and needs, achieving a more than 98% in customer satisfaction rate.
- Work collaboratively with a team of 8 other sales associates to devise strategic sales solutions to achieve and exceed the department's monthly, quarterly, and yearly sales goals.
- Preserve up-to-date knowledge and information about the latest products or upcoming releases to effectively assist customers with various product-related concerns by providing accurate details.

Retail Sales Associate

Storefront Sports Solutions

01/2015 - 10/2018

Auburn, AL

Achievements

- Devised and implemented an effective sales process, leading to consistently achieving the established sales goals and surpassing the monthly sales target by 12%.
- Conceptualized and enforced a customer loyalty program that prompted both existing and new customers to purchase twice as much merchandise, resulting in a 50% increase in the department's sales.
- Performed strategic upselling and cross-selling of women's apparel and other sports products based on customer's tastes and interests, which exceeded the yearly sales quotas by more than 10%.



CONFERENCES & COURSES

Sales Training for High Performing Team Specialization 

Online Course - [coursera.org](https://www.coursera.org)

Practical Sales Management Training 

ShoPerfect Deluxe Mall

Sales Training: Practical Sales Techniques 

Online Course - [udemy.com](https://www.udemy.com)