

PETER CONNOLLY

Sales Associate | Customer Service | Inventory Management

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Undefined

SUMMARY

Elijah is a customer-oriented Sales Associate with a proven track record in retail management and sales. His 4+ years of experience combined with strong skills in customer service, inventory management, and team leadership make him an ideal candidate. His most notable achievement is his contribution to a 15% increase in store revenue.

EXPERIENCE

Retail Sales Associate

Macy's

2017 - 2019 New York, NY

Managed customer-facing operations in the Men's Department.

- Served 50+ clients per day, ensuring positive shopping experience and building loyal customer base.
- Handled customer complaints, improving customer satisfaction rate by 20%.
- Assisted in inventory management, reducing stock discrepancies by 15%.

Assistant Store Manager

H&M

2019 - 2021 New York, NY

Assisted in managing daily store operations and staff supervision.

- Trained and supervised a team of 10 sales associates, improving team efficiency by 25%.
- Coordinated store displays and conducted weekly merchandise audits.
- Generated daily sales reports and developed strategies for sales improvement, resulting in a 15% increase in revenue.

EDUCATION

Bachelor of Business Administration

New York University

2013 - 2017 New York, NY

Master's in Retail Management

Columbia University

2017 - 2019 New York, NY

LANGUAGES

English
Native



Spanish
Proficient



STRENGTHS

Customer Oriented

I'm adept at meeting diverse customer needs, ensuring satisfaction and repeat business.

Multitasking

Consistently manage multiple tasks and maintain high standards of service and performance.

Adaptable

Quickly adapt to new scenarios and challenges, ensuring seamless store operations.

SKILLS

Inventory Management

Customer Service Sales Techniques

Visual Merchandising

CERTIFICATION

Customer Service Skills Training

Skills training by Coursera focusing on effective communication and conflict resolution strategies.

Inventory Management Techniques

Lynda course providing insights into efficient inventory management practices.

PASSIONS

Fashion

Passionate about the latest fashion trends and the dynamic retail industry.

Customer Service

Motivated by providing excellent service to customers and exceeding their expectations.