

Jessica Claire

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SUMMARY

Dedicated banking professional well-versed in developing long-lasting and productive relationships with small business customers. Skilled at reviewing accounts and business packages with a practiced eye in order to propose improvements and resolve issues. Excellent communicator and multitasker with strong planning and conflict-resolution skills.

SKILLS

- Product merchandising
- Employee training
- Analyzing sales reports
- Planogram interpretation
- Floor set design
- In-store support
- Visual displays
- Customer Support
- Customer Service
- Verbal Communication
- Retail sales customer service
- Money auditing
- Assessing fraud potential
- Qualifying customers
- Account closings
- Inbound customer calls
- Analyzing data

EXPERIENCE

EVERYDAY BANKING 03/2022 to CURRENT

Total Wine | Pasadena, CA

- Modified, opened and closed customer accounts.
- Completed daily cash balancing and operated ATMs.
- Verified amounts and integrity of every check or funds transfer.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Managed escalations with polite service, knowledgeable support and unsurpassed professionalism to satisfy needs and protect bank reputation.
- Completed thorough and accurate documentation for money movements, deposits or withdrawals.

MERCHANDISING SPECIALIST AUG2011 to CURRENT

Weis Markets, Inc. | Dundalk, MD

- Created merchandise displays based on planogram.
- Arranged items in favorable positions and areas of store to attract customers and optimize sales.
- Consistently put customers first by handling needs with sense of urgency and compassion.
- Assisted in gathering and moving materials and equipment for assigned displays.
- Monitored stock to maintain sufficient quantity of featured product.
- Returned items to shelves and maintained organized appearance.
- Displayed appropriate signage for products and sales promotions.
- Printed labels and tags for for-sale merchandise.
- Planned product displays to increase sales.

SACES ASSOCIATE NOV2018 to 03/2020

Weis Markets, Inc. | East Stroudsburg, PA

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Built trusting relationships with customers by making personal connections.
- Met merchandise processing standards and maintained organized and accessible work area.
- Negotiated and closed deals with minimal oversight.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Processed orders through company system and coordinated product deliveries.

SACES ASSOCIATE 07/2012 to 03/2018

Loft Outlet | City, STATE

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Offered product and service consultations and employed upselling techniques.
- Built trusting relationships with customers by making personal connections.
- Met merchandise processing standards and maintained organized and accessible work area.
- Acted as initial contact in addressing customer concerns.
- Coordinated activities with other departments to ensure quality customer service.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.

EDUCATION AND TRAINING

High School Diploma 05/2008
Leeds High School, Leeds, AL