

Julia Matney

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Professional Summary

Experienced sales associate who swiftly adapts to new situations, company cultures and work processes. Skillful in promoting current sales, processing transactions and handling customer complaints. Strong proficiency in POS system operation paired with superior customer service and communication abilities.

Skills

- Hospitality and accommodation
- Strong communication
- Conflict resolution
- Multitasking
- Promotional support
- Product guidance
- Service-oriented
- Time management

Work History

Sales Associate

Sep 2021 - Current

The Royal House

Albany, NY

- Help an average of 40 daily customers navigate the store, complete sales and process returns.
- Meet or exceed individual sales goals and key performance indicators (KPIs) by 25%.
- Inform customers of promotions and special offers to increase sales.

Salon Sales Consultant

Jul 2019 - Aug 2021

Beauty Within Salon & Spa

Albany, NY

- Built brand and store loyalty by offering knowledgeable and quick customer service.
- Maintained clean and visually appealing store by handling cleaning, organizing and restocking needs.
- Inspired customers and encouraged sales by projecting exceptional, on-trend styles, resulting in additional revenue 60% of the time.

Sales Associate

Feb 2016 - Jul 2019

Love Boutique

Albany, NY

- Created great customer experiences with personalized sales support.
- Successfully offered and enrolled 75% of customers in boutique's points program.
- Built attractive displays and merchandised products.

Education

Bachelor of Science: Business Administration

May 2018

Albany School of Business and Management

Albany, NY