

GLADY SCANLON

Clothing Store Retailer: Helping Customers Achieve Their Dream Vision

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Miami, FL

GS

SUMMARY

Clothing Store Retailer highly passionate about helping customers find the clothes of their dreams to better highlight their aesthetics, individuality, and lives. Aiming to always surpass company targets and at the same time make the customer shopping experience an unforgettable one with care, support, and advise, based on the fashion industries' latest trends. In charge of setting up 35+ store-wide product displays to highlight key collections and raise sales by 45%. Attention to detail within overseeing all third-party vendor deliveries to suit customer demand and be in stock.

EXPERIENCE

2015 - Ongoing

Columbia, NY

Clothing Store Retailer

Wyman Ltd

Wyman Ltd sells a wide-range of apparel, accessories, and cosmetics.

- Assisting 250+ customers/ week with advise on how to select best clothes to match their aesthetics and individuality
- Retained overall positive customer satisfaction of 95% AVG on shopping experience, outlining personalized approach as biggest asset
- Worked with 50+ third-party vendors to always ensure items are in stock and deliveries are made on time
- Helped localize the vision of the national marketing department for promotions, increasing new outfit sales by 65%

2013 - 2015

Miami, FL

Customer Support Representative

Stracke

Stracke is a gourmet food and beverage producer sourcing local delicacies from all across the world.

- Retained 90% of clients during contract renewal periods by providing excellent customer support
- Established new accounts by generating 600+ customer referrals of prospective clients
- Assisted customers with identifying new gluten free opportunities increasing sales of gluten free items by 20%
- Resolved customer concerns efficiently and expeditiously, answering approximately 100 calls per week

2012 - 2013

Houston, TX

Retail Sales Associate

Renner-Kub

Renner-Kub supplies coffee machines to offices worldwide.

- Conducted extensive market research which led to increasing product sales by 65% of 2 brands into the Chinese market
- Led the Retail organization toward profitability and efficiency: +15% EBIT
- Continuously met and exceeded sales quotas given by management, averaging sales of 500 units per quarter

SKILLS

Customer Experience

Fashion

Apparel Displays

Sales

Design