

Jessica Claire

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SUMMARY

Engaging and committed to providing outstanding customer service while maximizing sales. Positive role model focused on team leadership, personnel support and customer relationship building. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth. Energetic Sales Associate ready to drive customer satisfaction and increase sales.

SKILLS

- Cash handling accuracy
- Merchandising knowledge
- Relationship selling
- Team player mentality
- Excellent communication skills
- Documentation and recordkeeping
- Money handling
- Outgoing personality
- Reliable and punctual
- Product Sales
- Sales expertise
- Customer- and service-oriented
- Dispute mediation
- Written and oral communication skills
- Listening skills
- Reading comprehension skills

EXPERIENCE

03/2021 to 09/2021 **Sales Associate**

Jack Wills – Westport, CT

- 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.
- Coordinated activities with other departments to ensure quality customer service.
- Acted as initial contact in addressing customer concerns.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Helped average of 100 customers per day by responding to inquiries and locating products.
- Negotiated and closed deals with minimal oversight.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Worked with fellow sales team members to achieve group targets.
- Prepared cash deposits up to \$100-1000 with zero discrepancies.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Surpassed daily sales goals 5% by cross-selling Rapid passes and promoting additional products.
- Recorded and resolved daily transactions to promote revenue generation and customer satisfaction.

11/2020 to 05/2021 **Courtesy Clerk**

New Leaf Community Markets, Inc. – Happy Valley, OR

- Packaged or bagged purchases and assisted customers with in-vehicle loading.
- Oversaw collection shopping carts from parking lot to maintain clean, organized area.
- Escorted customers to desired merchandise location.
- Supervised return of exchanged or unwanted items to correct shelf locations and organized display arrangements.
- Delivered exceptional customer service by greeting customers and directing to desired items.
- Followed best practices for bagging items in reusable, plastic and paper bags.
- Promoted and explained loyalty programs to customers.
- Employed proper techniques to preserve purchased items for take-home orders.
- Shared detailed information regarding options to help customers make decisions.
- Placed calls to inventory room to assist product delivery and meet customer requests.
- Assisted customers with price checks, lifting heavy items and addressing other inquiries.
- Answered questions and informed customers of current sales and promotions.
- Handled client inquiries with exceptional professionalism and enthusiasm.
- Informed customers about product lines and services offered by company.
- Assisted customer relationship management by addressing service requests and assisting front-end cashier and bagger clerk.
- Provided customer service and issue resolution to increase QA satisfaction levels.
- Engaged customers with proactive strategies to understand needs and develop successful solutions.
- Improved service quality and increased sales by developing strong knowledge of company's products and services.
- Expressed appreciation for patronage, inviting and encouraging customer return visits.

05/2019 to 01/2020 **Agricultural Worker**

Jbt Corporation – Birmingham, AL

- Cultivated and supported wide variety of fruit trees and vegetable plants by implementing irrigation systems.
- Planted and watered seeds using hand watering and irrigation systems.
- Pruned plants in greenhouse 5 times per week.
- Helped plant and tend to 30 acres of tress, various plants and grass crops to consistently bring in high yields and quality products.
- Plowed and tilled fields to prepare soil for crop planting.

Sales Associate

Men's Warehouse – City, STATE

- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Collected payments and provided accurate change.
- Helped customers find specific products, answered questions and offered product advice.
- 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 or usage.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Answered incoming telephone calls to provide store, products and services information.
- Worked with fellow sales team members to achieve group targets.
- Engaged customers in friendly, professional dialogue to determine needs.

EDUCATION AND TRAINING

01/2022

GED

Southern Union State Community College - Wadley, AL