

# Glady Scanlon

## Clothing Store Retailer: Helping Customers Achieve Their Dream Vision

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### 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

#### Clothing Store Retailer

Wyman Ltd 2015 - Present Columbia, NY

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%

#### Customer Support Representative

Stracke 2013 - 2015 Miami, FL

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

#### Retail Sales Associate

Renner-Kub 2012 - 2013 Houston, TX

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

### MY LIFE PHILOSOPHY

Fashion changes, but style endures.

Coco Chanel

### SKILLS

Customer Experience	Fashion
Apparel Displays	Sales Design

### EDUCATION

#### Bachelor of Arts in Apparel Studies

Stephens College

2021 - Present Columbia, NY

### STRENGTHS



#### Product Displays

Creative and innovative way to display various collections by analyzing designer's vision, marketing instructions, and also customer behavior.



#### Customer Service

Patiently dealing with incoming customer queries, complaints with flexible approach towards their change in demand. Ability to always find the right clothes to always highlight each customer's individuality has kept retention rates high.



#### Sales Targets

Generating +12K in sales, exceeding company-wide targets per individual representative by 35%.

### LANGUAGES

English Native ●●●●●

French Advanced ●●●●●

### TRAINING / COURSES

Personal Stylist - Accredited Diploma Course

The Design Ecademy

Certified Professional Sales Person (CPSP)

NASP

SPIN Selling

Huthwaite International