

Frank M. Giordano

Sales Associate

Enthusiastic and knowledgeable Sales Associate, specializing in up-selling furniture and dealing with difficult customers. Frequent winner of Employee of the Month for surpassing sales quotas and rated highly in shopper satisfaction surveys.

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📍 Hoboken, New Jersey

🌐 linkedin.com/in/frankgiordano

WORK EXPERIENCE

Furniture Sales Associate Battaglia's Home

05/2015 – Present

Achievements/Tasks

- Balanced excellent customer service with reliably completing varied store upkeep tasks
- Operated Point of Sale systems accurately and efficiently
- Resolved customer complaints and negotiated solutions
- Exceeded sales quotas on the furniture sales floor by consistently using effective up-selling skills, multiple months in a row

Children's Sales Associate Big Fun Toys

11/2013 – 04/2015

Achievements/Tasks

- Demonstrated product knowledge as well as polite and friendly service according to shopper experience satisfaction surveys, averaging a score of A-
- Kept inventory and served customers
- Aided customers in finding the best children's gift choice
- Awarded Employee of the Month on five separate occasions for exceeding sales quotas

Hardlines Sales Associate Target

10/2011 – 06/2013

Achievements/Tasks

- Maintained order of shelves and items
- Served customers promptly and knowledgeably
- Operated Point of Sale Systems
- Effectively trained three junior coworkers

EDUCATION

Associate's in Business Administration Hudson County Community College

08/2013 – 12/2015

Regent's Diploma Hoboken High School

08/2009 – 06/2013

SKILLS

Point of Sale Systems

Languages

Problem Solving

Customer Service Skills

Product Knowledge

Communication

Time Management

Math

SOFT SKILLS

Building Rapport

Teamwork

Conflict Resolution

Flexibility

Collaboration

Up-Selling

Intercultural Competence

Attention to Detail

VOLUNTEER EXPERIENCE

Soup Kitchen Volunteer Our Lady of Grace Church

07/2008 – 01/2011

Hoboken, New Jersey

LANGUAGES

English



Italian



Spanish



Portuguese



OTHER SKILLS

Language Learning & Linguistics

Culinary & Food

Computers, Technology, & Programming