

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*