

AIDEN GONZALEZ

H&M Retail Sales Associate

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☎ (123) 456-7890

📍 St. Louis, MO

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WORK EXPERIENCE

Retail Sales Associate

Ecolab

📅 2019 - current 📍 St. Louis, MO

- Implemented Lightspeed Retail for point-of-sale transactions, increasing transaction speed by 66%.
- Utilized Zoho Inventory to optimize stock levels, which reduced inventory holding costs by 89%.
- Achieved 49% customer satisfaction by providing in-depth product knowledge and personalized recommendations.
- Collaborated with the team to **surpass monthly sales targets by an average of 54%**.

Customer Support Agent

Enterprise Holdings

📅 2016 - 2019 📍 St. Louis, MO

- Employed Salesforce to streamline customer inquiries, resulting in a 56% reduction in response time.
- Resolved rental car issues with a 97% first-call resolution rate, improving overall customer satisfaction.
- Maintained a 98% positive customer feedback rating by consistently exceeding performance metrics.
- Managed a portfolio of key corporate clients through Salesforce and achieved a **42% increase in annual revenue** from these accounts.

Front Desk Clerk

Anheuser-Busch

📅 2013 - 2016 📍 St. Louis, MO

- Handled incoming calls through a streamlined system, reducing call transfer times by 44%.
- Assisted with Microsoft Excel data entry tasks, maintaining 99% accuracy in record keeping.
- Greeted and directed visitors, vendors, and employees in a friendly manner, contributing to a welcoming atmosphere.
- Demonstrated proficiency in using the company's Security Systems, ensuring the safety and security of the premises.
- Conducted comprehensive training sessions for new front desk clerks, **improving onboarding efficiency by 58%**.

CAREER SUMMARY

Customer-centric sales associate with demonstrated expertise in fostering positive customer experiences, product merchandising, and inventory management. Passionate about staying updated with the latest fashion trends and dedicated to representing H&M's brand ethos.

EDUCATION

Bachelor of Science

Marketing

University of Missouri Trulaske College of Business

📅 2009 - 2013

📍 Columbia, MO

SKILLS

- Lightspeed Retail
- Zoho Inventory
- Salesforce
- WooCommerce
- PayPal
- Barcode Scanners
- Hootsuite
- SendinBlue
- Microsoft Excel
- Security Systems