

# Ruth Taylor

## High-end Retail Sales Associate

ruth.a.taylor@email.com 

(123) 456-7890 

San Francisco, CA 

[LinkedIn](#) 

Detail-oriented and attentive high-end retail sales associate with 12 years of suggestive luxury sales experience. Seeking a position to utilize customer targeting and segmentation to build lasting relationships with customers and increase brand loyalty at a luxury retail store like Burberry.

## Work Experience

### Nordstrom – High-end Retail Sales Associate

2015 - current

San Francisco, CA

- Cultivated knowledge of 670+ products to recommend items to customers based on preferences
- Spearheaded personalized shopping campaign, increasing customer satisfaction by 43% and surpassing yearly sales targets by 22%
- Sold approximately \$6K in merchandise per shift, selling 9% more items than competitors
- Trained 7 employees in etiquette and sales practices, decreasing time-to-productivity by 38% and turnover rate by 34%

### Neiman Marcus – High-end Retail Sales Associate

2012 - 2015

San Francisco, CA

- Researched 220+ fashion trends and popular items to recommend store products, increasing sales revenue by 17% and customer satisfaction by 42%
- Collaborated with management to design high-value item displays, boosting sales by 31%
- Upsold and cross-sold products to 65+ customers per day, outperforming sales targets by 24%
- Utilized trend forecasting data to stock popular items, increasing overall items sold by 31%

### Public Storage – Customer Service Representative

2009 - 2012

San Francisco, CA

- Mentored 12 junior customer service representatives, decreasing employee turnover by 22%
- Up-sold products based on customer preferences, surpassing monthly sales goals by 18%
- Established professional rapport with customers, decreasing customer churn rate by 39%
- Resolved 96% of customer inquiries within 3 minutes

## Education

### Gateway High School – High school diploma

2005 - 2009

San Francisco, CA

## Skills

Time Management; Customer Service; Critical Thinking; Sales; Organization; Collaboration; Leadership; Luxury Brand Knowledge