

Luciana Briones

Entry-level Retail Sales Associate

Enthusiastic entry-level retail sales associate with 2 years of experience in retail customer service. Looking for an opportunity to demonstrate my communication skills and creatively collaborate with colleagues to improve the customer experience at T.J. Maxx.

WORK EXPERIENCE

AJ Madison

Call Center Representative

Houston, TX | 2021 - current

- Developed daily checklists for colleagues, boosting average call rates by 48% and increasing productivity by 39%
- Promoted the company's loyalty rewards plan, opening an average of 23 new accounts per week
- Utilized Omnichannel software to respond to 120+ customer emails, live chats, and social media inquiries per shift, answering 87% of customer requests within 2 minutes
- Implemented customer feedback to improve sales practices, increasing customer satisfaction by 28%

Domino's Pizza

Delivery Driver

Houston, TX | 2020 - 2021

- Consolidated multiple orders for each delivery run, reducing drive time by 48 minutes per shift
- Operated Waze to reduce traffic-related delays, decreasing delivery time by 14%
- Reviewed orders for accuracy, decreasing refunds by 67% and increasing customer satisfaction by 22%
- Collaborated with food prep team to prepare orders and restocking between deliveries, increasing productivity by 21%

PROJECTS

Principles of Design Course Project

Team Lead

- Developed schedules and project responsibilities for 4 team members based on course schedules and personal preferences, increasing productivity by 36% and efficiency by 41%
- Drafted sketches, mood boards, and 3D models that met 100% of project requirements and specifications
- Resolved 3 scheduling conflicts with 97% success, submitting the project 2 days ahead of schedule
- Co-led final presentation with team members, meeting 98% of presentation requirements

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Houston, TX

[LinkedIn](#)

SKILLS

- Collaboration
- Critical Thinking
- Verbal Communication
- Written Communication
- Organization
- Time Management
- Creativity
- Design Principles
- Omnichannel
- Cash Handling

EDUCATION

High school diploma

Memorial Senior High School

2016 - 2020

Houston, TX

HOBBIES/INTERESTS

- Tutoring Algebra
- French Pastry Classes
- Interior Decorating