

YOUR NAME

905-XXX-XXXX

1234 Main Street, Niagara Falls, Ontario L1P 4S2 • your email address

EXPERIENCED SALES & CUSTOMER SERVICE ASSOCIATE, POSSEING UNIVERSITY DEGREE

Skilled in sales, promotion, research, public speaking

Excellent communication skills, highly motivated, articulate

Strong skills in time management, problem solving; readily adapts to changing circumstances

Highly organized, accurate in financial transactions and record keeping

Attentive to importance of follow-up procedures with clients

Eager to learn new skills, accepts new challenges with maturity and ease

Computer proficient in Microsoft Office

PROFESSIONAL EXPERIENCE

NAME OF SKILL

- Assists clients with sales ads, creating, reviewing, pricing and follow ups
- Provides detailed information regarding ad, sizing, prices, specials
- Creates ads according to client specifications, proof reads ads
- Responds to clients questions, concerns in timely manner, using diplomacy and maturity
- Keeps accurate records and correspondence using excellent organizational skills

NAME OF SKILL

- Successfully builds customer relationships by providing exceptional sales/after sales service
- Determines customer needs and recommends best solutions in professional manner
- Drives the sales of products and services by achieving or exceeding sales targets
- Continually updates knowledge related to products, services, promotions, policies
- Ensures customer concerns are resolved quickly and with good judgement
- Handles payments for new purchases, client accounts, refunds

NAME OF SKILL

- Greeted and seated patrons, presented menus, made recommendations, answered questions regarding food/beverages, placed orders
- Served food/beverages in timely manner
- Engaged patrons to ensure satisfaction with food and service, attended to complaints
- Ensured compliance with provincial liquor legislation and regulations
- Operated cash register, accepted payments in form of cash, debit, credit card

EMPLOYMENT HISTORY

Position Title 2008 - 2014
Employer Name – Location, ON

Position Title 2008 - 2014
Employer Name – Location, ON

Position Title 2008 - 2014
Employer Name – Location, ON

EDUCATION & TRAINING

BACHELOR OF ARTS (SOCIOLOGY) 2010
Brock University, St. Catharines, Ontario

VOLUNTEER EXPERIENCE

VOLUNTEER 2011- Present
Big Brothers/Big Sisters Association of Niagara

REFERENCES

Available upon request.