
Heather Radabaugh

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SKILLS

- Critical thinking and problem-solving
- Able to work independently and/or as a team
- Professionalism and strong work ethic
- Leadership
- Detail- oriented
- Effective oral and written communication skills
- Perseverance and ambitious
- Customer service & cash-handling (2 years)
- Retail Sales & Cashier/POS (2years)

EXPERIENCE

Macy's, Las Vegas, NV- *Retail Sales Associate*

August 2021- October 2021

- Demonstrate knowledge of store products and services to build sales and minimize returns
- Proactively assist customers who are using devices to shop and compare, whether Macy's devices or their own
- Maintain department recovery standards; including fitting room go backs to standard, if applicable
- Assist the Support Colleague Team in the movement of fixtures and merchandise for new product, season changes, and clearance sets
- Adhere to Asset Protection and inventory control and compliance procedures
- Assist in inventory and markdown process
- Develop new business and expand client base through networking, suggestive selling and on the floor presence
- Regular, dependable attendance

Footlocker, Las Vegas, NV- *Retail Sales Associate*

March 2019- January 2021

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- Ensuring high levels of customer satisfaction by being knowledgeable on all products offered, and teaming up with co-workers to provide excellent sales service
 - Delivering sales, outstanding customer experience, and operational expectations
 - Maintaining personal and productivity goals
 - Connects with every customer by asking open-ended questions to assess needs
 - Learn and share expertise of products and trends to fit customer's needs
 - Maintains an awareness of all product knowledge, and current or upcoming product / trends
 - Contributes to a positive and inclusive work environment
 - Handle online orders by using company's scanners, print out correct shipping labels, and pack orders to company/ customer expectations

Sonic Drive-In, Las Vegas, NV - Team Member

March 2018- May 2018

- Occupied drive-thru area by providing great customer service for each customer
- Maintained cleanliness of store and keeping it presentable and tidy
- Cash-handling well required
- Having orders be served in a timely appropriate manner
- Providing extra help for other team members
- Following company's goals as a team and creating new ones as a whole

EDUCATION

Del Sol Academy of the Performing Arts, Las Vegas, NV - High School Diploma

August 2016- May 2020