

# Renette Maire Fajardo

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## Objective

Sales and customer service 16+ years experiences in a retail Fortune 500 company. Agility at learning new products and features. Possess ability to delivery great customer service providing right solutions and products. Capable to perform in high stress environment with team members or independently.

## Skills

Microsoft office - Excel - Outlook - Salesforce - CRM Tool - Sales Strategies - Inventory - Customer Service - Customer Relations - Project Management - Self-motivated professional - Detailed-oriented

## Experience

### Lowe's Home Improvement

LasVegas, NV

Dec 2004 - Present

*Sales Floor Supervisor*

*3 years experience*

- Evaluated 10 employees in two departments by engaging employees with company's culture while assessing the strengths, opportunities and overall skills.
- Mentor sales people to close deals and improve sale performance to increase revenue for the company. While supporting the inventory flow and providing resources for sales people to complete sales.
- Completing inventory cycle count, ordering in more inventory and receiving purchase orders.
- Presented and implemented recommendations such as Pro Appreciation BBQ and credit promotion giveaway to senior management, incorporating how to effectively optimize company culture together and exceeding credit goals by 100% over LY.

*Sales Specialist*

*7 years experience*

- Maintained and built relationships with over 100 DIY and contractors providing exceptional customer service and efficient merchandise delivers while exceeding sales goal by 12% MTD.
- Collaborated with vendor representatives and customers to set up optimal delivery schedules.
- Interacted with approximately 15 customers daily to provide personalized product guidance, resolve issues and open new accounts.

*Install Sales Coordinator*

*6 years experience*

- Developed and implemented productivity initiatives, in addition to coordinating itinerary and scheduling appointments.
- Applied performance data to evaluate and improve operations target current business conditions and forecasts needs.
- Coordinated all companies, customers and sales representative by interacting effectively and establishing communication best practices.

## Education

**High School Diploma** - James Campbell High School Ewa Beach, HI June 2001

**Computer Science Major** - University of Nevada of Las Vegas Las Vegas, NV Sep 2001 - Dec 2004

## Achievements

- Developed 3 employees to promote within the company.
- 7x Excellent Employee Award
- Multiple outstanding survey recognition submitted by customers.
- Top Sales for consecutive months
- Received gold stars for overall performance
- Appointed mentor and trainer

