

# Erika Ferrusca-Perez

4529 Pioneer Ave  
Las Vegas , NV 89102

Cell: 702-324-1714  
erikaferrusca56@gmail.com

## Summary

Reliable and friendly, quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying shopping experience. Energetic with a strong background in retail sales, fashion merchandising and customer service support. Energetic and enthusiastic with five years of experience in fast-paced environments. Possessing excellent communication, exceptional customer service, and abilities to manage guest expectations and maximize satisfaction. Adept at staying on top of all priorities, needs and delivering fast, friendly and knowledgeable service.

## Skills

- Bilingual: English & Spanish
- Interpersonal communication
- Technology knowledge
- Strong lead development skills
- Excellent communication skills
- Persuasive communication skills
- Food and beverage knowledge
- Active listener
- Sales techniques
- Computer application knowledge
- Courteous & professional demeanor
- Cash handling
- Marketing and sales experience
- Service-oriented

## Experience

### Busser/ Hostess

Rí Rá Irish Pub

03/2018 — 06/2018

Las Vegas, NV

Increased productivity through the implementation of improvements. Ensured delivery of high quality service by collaborating with staff and meeting expectations. Ensured cleanliness of assigned areas and maximized customer satisfaction while assisting team members with daily tasks. Cleared tables quickly and efficiently to uphold high rate of turnover and minimize wait times. Greeted all customers. Delivered exceptional service by greeting and serving customers in a timely, friendly manner.

### Retail Sales Consultant

Sprint Store by Experts Choice

07/2017 — 01/2018

Las Vegas, NV

Utilized strong customer service skills to meet and exceed sales goals by daily quota. Identified the demand for service offerings through needs assessments. Assessed conflicts and identified solutions for clients promptly and explained to customers the latest promotions, sales incentives and other offerings that could help them save on purchases. Communicated with customers as soon as issues arose to immediately determine a resolution before the problem escalated. Assessed processes used to send products to customers and discovered a more efficient method that was positively received by all involved parties. Responsible for implementing all business-building and relationship-building expectations with uniquely assigned accounts and customers.

### Retail Sales Associate

Original Penguin

11/2016 — 03/2017

Las Vegas, NV

Informed customers about all product lines and services offered by the company. Received and processed cash and credit payments for in-store purchases. Kept the showroom clean and maintained neat, orderly product displays. Kept current on market and product trends to effectively answer customer questions. Built and maintained effective relationships with peers and upper management. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience. Helped customers select products that best fit their personal needs. Communicated information to customers about product quality, value and style. Offered exceptional customer service to differentiate and promote the company brand.

### Hostess

Nacho Daddy

04/2016 — 11/2016

Las Vegas, NV

Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations. Guided guests through the dining rooms and provided needed assistance. Completed opening and closing checklists according to set standards. Facilitated prompt and accurate seating and service of all guests.

**Sales Clerk**

The UPS Store

05/2015 — 10/2016

Las Vegas, NV

Recommended and sold services such as insurance and tracking.

Obtained signatures from recipients to release registered and special delivery parcels. Received, weighed and priced mail. Sold stamps, services and packaging over the counter. Assisted customers in shipping or receiving oversized parcels. Placed mail into appropriate PO boxes. Weighed parcels, calculating costs based on type, total weight, and final destination.

**Education and Training**

**High School Diploma: Clark County Adult Education - General Studies**

2018

**Las Vegas, NV, U.S.A.**

**Odyssey Charter School - General Studies**

**Las Vegas, NV, U.S.A.**

**Convention/ Promotional Work**

**WWD MAGIC - TEA N ROSE SALES SUPPORT** MARCH 2018, **TISE WEST** - ( REGISTRATION) FEB 2018, **WORLD OF CONCRETE**- ( REGISTRATION) JAN 2018, **Apex/SEMA** - Exhibitor, Translator OCTOBER 2017, **NBAA\_BACE**- "ASK ME"( Service Provider) October 2017, **WWD MAGIC - EN CREME CLOTHING (TRANSLATOR)** AUGUST 2016, **ASD TRADE SHOW- EN CREME CLOTHING (SALES SUPPORT)** JULY 2016, **ASD TRADE SHOW - HIMALAYAN SALT LAMPS ( SALES SUPPORT)** MARCH 2016

**References**

References Available Upon Request