Jasmin Youngblood

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# **EXPERIENCE**

**Z Networks, Las Vegas** - *Inside Sales Representative*

AUGUST 2020 - DECEMBER 2020 | DECEMBER 2021 - CURRENT

* Contacted and built relationships with new and existing clients for IT solutions for their company.
* Scheduled appointments, followed up on client inquiries, and sent out information packages to potential clients.
* Made at least 200 outbound calls a day to leads.
* Utilized extensive customer skills and learned product knowledge to increase sales and maintain relationships with clients.

**Fabletics, Las Vegas** - *Omni Specialist*

OCTOBER 2020 - AUGUST 2021

* Answers incoming chats from customers regarding billing issues, account issues, cancellation, along with general inquiries.
* De-escalate situations with frustrated customers by showing empathy, problem solving, and remaining positive for the customer.
* Recommend items for the customer by analyzing the customer’s needs and wants.
* Implement retention strategies in order to keep customers an active member and to increase loyalty.

**Lancome, San Diego** - *Counter Manager*

AUGUST 2019 - MARCH 2020

* Assisted with the training and development of staff.
* Communicated with both Coordinator and Executive frequently to ensure proper client events are being planned and executed.
* Trained beauty advisors on product knowledge, customer service, and overall performance.

**Cynthia Rowley, Carmel** - *Store Manager*

JANUARY 2019 - AUGUST 2019

* Completed operational tasks (i.e. scheduling, recruiting and training sales advisors).
* Built and maintained relationships with clients.
* Analyzed company sales goals to successfully execute sales strategies.
* Demonstrated visual merchandising skills to effectively drive sales.

## Yves Delorme, Carmel *- Assistant Manager*

DECEMBER 2017 - JANUARY 2019

* Assisted in creating employee schedules.
* Organized and updated files.
* Sold products to customers using product knowledge and different selling approaches.

## Hennes & Mauritz, Monterey *- Sales Advisor*

SEPTEMBER 2013 - MARCH 2018

* Provided exceptional customer service.
* Cleaned sales floor, and kept work place clean at all times.
* Performed all register routines.

# **EDUCATION**

## Arizona State University - *Communications*

JANUARY 2021 - CURRENT

## University of California, Irvine - *Psychology & Social Behavior*

JUNE 2016 - MAY 2017

## Monterey Peninsula College, Monterey *- Psychology*

AUGUST 2013 - JUNE 2016