

# SARAH MICHELLE JOHNSON

☎ +1-555-234-5678 ✉ sarah.johnson@email.com 💻 linkedin.com/in/sarahjohnson 📍 Chicago, IL

## Professional Summary

Dedicated and trustworthy jewelry sales professional with 5+ years of experience in luxury retail environments. Proven track record of building strong customer relationships, maintaining inventory accuracy, and handling high-value merchandise with integrity. Skilled in gemstone identification, precious metals knowledge, and creating exceptional shopping experiences for discerning clientele.

## Professional Experience

### Senior Jewelry Sales Associate

March 2019 – Present

*Brilliant Gems Jewelry Store*

*Chicago, IL*

- Consistently exceed monthly sales targets by 20% through exceptional customer service and product expertise
- Maintain detailed knowledge of diamonds, precious metals, and gemstones to educate and assist customers
- Handle cash transactions, credit processing, and maintain accurate point-of-sale records
- Implement security protocols for high-value inventory, ensuring zero loss incidents over 4+ years
- Build lasting relationships with repeat customers, resulting in 40% customer retention rate
- Train new associates on product knowledge, sales techniques, and store security procedures

### Jewelry Sales Associate

June 2017 – February 2019

*Golden Touch Jewelers*

*Chicago, IL*

- Assisted customers with jewelry selection for special occasions including engagements and anniversaries
- Performed inventory management duties including stock counting and merchandise organization
- Processed custom jewelry orders and coordinated with repair services
- Maintained store cleanliness and attractive product displays
- Handled customer inquiries via phone and in-person with professionalism and discretion

### Retail Sales Associate

September 2015 – May 2017

*Luxury Boutique Collection*

*Chicago, IL*

- Developed strong foundation in luxury retail customer service and high-end merchandise handling
- Managed cash register operations and processed various payment methods accurately
- Assisted with visual merchandising and seasonal display arrangements
- Maintained detailed customer profiles and purchase histories for personalized service

## Education

### Certificate in Gemology

2018

*Gemological Institute of America (GIA)*

*Online*

### Associate Degree in Business Administration

2015

*City Colleges of Chicago*

*Chicago, IL*

## Core Competencies

**Product Knowledge:** Diamond grading, precious metals (gold, silver, platinum), gemstone identification, jewelry appraisal basics

**Sales Skills:** Customer relationship building, consultative selling, upselling techniques, closing strategies

**Technical Skills:** POS systems, inventory management software, cash handling, credit card processing

**Personal Qualities:** Integrity, attention to detail, discretion with confidential information, trustworthiness

**Communication:** Bilingual (English/Spanish), active listening, conflict resolution, professional presentation

## Certifications & Training

**GIA Diamond Essentials Certificate** | *Gemological Institute of America*

2018

**Retail Loss Prevention Certification** | *National Retail Federation*

2019

**Customer Service Excellence Training** | *Dale Carnegie Institute*

2020

## Key Achievements

- Employee of the Month recognition 8 times for outstanding customer service and sales performance
- Successfully managed inventory worth over \$500,000 with 100% accuracy record
- Maintained perfect attendance record for 3 consecutive years
- Contributed to store achieving highest customer satisfaction ratings in regional district