

SALES

Professional Summary

I want a challenging occupation where I can allow my innovations to expand with experience immensely. Motivated customer service specialist with over 5 years of retail experience in a fast-paced, team-based environment. Expertise in delivering support services and resolving customer complaints. Friendly and hard working associate ready to give it all I have.

Skills

- Trusted key holder
- Creative problem solver
- Exceptional communication skills
- MS Windows proficient
- Quick learner
- Strong client relations
- Proficient in cash management
- Strategic sales knowledge
- Cash flow management
- Multi-line phone talent
- Team player
- Reliable
- Goal-oriented
- Decisive
- Fluent in English
- Fluent in Spanish
- Calm under pressure
- Analytical thinker
- PowerPoint presentations
- Excellent interpersonal skills
- Natural leader
- Composed
- Crisis communication
- Superior verbal and written communication skills
- Flexible schedule
- Computer-savvy
- Organized

Work History

Sales 08/2014 to Current

Company Name – City

- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Scheduled weekly inventory pickups and deliveries with vendors.
- Set up and explained new membership contracts.

Overnight Cashier 02/2014 to 09/2014

Company Name – City , State

- Maintained cleanliness and presentation of stock room and production floor.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Scored in top 10% of employees in successful resolution of issues
- Restocked inventory ever month and reviewed cash operation data to verify proper replenishment.
- Folded and arranged garments in attractive displays.
- Learned, referenced and applied product knowledge information.

Seasonal Overnight Stocking 10/2013 to 01/2014

Company Name – City , State

- Loaded truck and properly secured items to prevent damage during transportation.
- Demonstrated use and care of merchandise.
- Helped customers with questions, problems and complaints in person and via telephone.

- Stocked shelves and supplies and organized displays.
- Organized store merchandise racks by size, style and color.
- Led merchandise selection, pricing, planning and marketing.
- Rotated manufacturer products as needed.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Loaded and unloaded merchandise using a ladder and pallet jack.
- Partnered with sales representatives and managers to coordinate delivery and merchandising schedule.

Customer Service Representative 06/2013 to 06/2014

Company Name – City , State

- Answered an average of