**Alyssa Sturgis**

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**Summary**

Diligent Retail Associate skillful in connecting with people and promoting products. Open and positive communicator with calm and level-headed approach to managing routine needs and meeting special challenges. Experienced in maintaining stock, setting up promotions, merchandising items, and cashiering.

**Skills**

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| --- | --- |
| * Customer Service 6+yrs * Merchandise restocking * Product Knowledge * Sales and Promotions * Product recommendations * Payment processing * Cash register operation * Cash drawer balancing | * Credit and cash transactions * Effective customer upselling * Customer assistance * Problem Resolution * Quality Assurance * Courteous demeanor * Customer relations |

**Experience**

**Express Messenger**

Delivery Driver Feb 2020 – July 2020

* Transported goods from the hospital to their designated drop off location.
* Maintained a good driving record.
* Accurately processed order paperwork and delivery receipts.

AMPM

Cashier Jan. 2018 – Nov. 2018

* Educated customers on special pricing opportunities and company offerings.
* Upheld strict quality control policies and procedures during customer interactions.
* Supported company and clients, including addressing inquiries, resolving issues, and managing customer relations.

Spencer’s Gifts

Customer Service Associate Dec. 2016 – Sept. 2017

* Delivered fast, friendly, and knowledgeable service for routine questions and service complaints.
* Greeted customers upon their entry into the store and helped them with any questions and concerns.
* Assisted sales floor staff with stocking shelves, keeping front end lanes tidy, and assisting guests when needed.

Rue21

Customer Service Associate Nov. 2016 – Aug. 2017

* Stock shelves, and mark prices on shelves and items.
* Greet customers and ascertain what each customer wants or needs.
* Help customers try on or fit merchandise.
* Bag or package purchases, and wrap gifts, while cashiering.

AMPM

Merchandiser Dec. 2015 – Nov. 2016

* Ensure that store shelves are well maintained by making sure outdated products are taken off the shelf and replaced with current stock.
* Engage in all field work involving product promotions or launching new products into the market.
* Always participate in all training and seminars to increase working knowledge that will improve job performance.

**Experience Continued**

Sally’s Beauty Supply

Cashier Dec. 2014 – Dec. 2015

* Greeted customers entering the establishment.
* Answer customers questions and provide information on procedures and policies.
* Stock shelves and mark prices on shelves and items.
* Receive payment by cash, check, credit cards, vouchers, and automatic debits.
* Issue receipts, refunds, credits or change due to customers.

**Education and Training**

High School Diploma

West Auburn High School, Auburn, WA