

SUZANNE MICHAUD

*Cell Phone Retail Sales
Associate*

✉ s.michaud11@email.com

☎ (123) 456-7890

📍 Boston, MA

🌐 [LinkedIn](#)

EDUCATION

High school diploma

Dorchester High School

📅 2005 - 2009

📍 Boston, MA

SKILLS

- Verbal Communication
- Written Communication
- Multi-tasking
- Customer Service
- Critical Thinking
- Orderhive
- Hubspot
- ActiveCampaign

HOBBIES/INTERESTS

- Mobile Gaming
- Chess
- Building Laptops

WORK EXPERIENCE

Cell Phone Retail Sales Associate

Russell Cellular

📅 2018 - current 📍 Boston, MA

- Exceeded sales quotas by 27%, selling 24+ devices per shift and increasing purchase size by an average of 12%
- Utilized 4 types of software to streamline sales processes, increasing efficiency by 39%
- Promoted and executed business-to-business contracts, increasing monthly revenue by 49%
- Awarded Employee of the Year in 2020 for updating sales strategies and sanitation procedures during the pandemic

Mobile Retail Sales Associate

T-Mobile

📅 2014 - 2018 📍 Boston, MA

- Cultivated knowledge of 90+ in-store items to answer customer inquiries and recommend products
- Exceeded quarterly sales targets by an average of 27%
- Researched product information and current trends to resolve customer concerns, increasing customer satisfaction by 34% and revenue by 42%
- Launched secondary training modules to help employees solve technical issues, decreasing employee turnover by 11% and increasing customer satisfaction by 29%

Retail Sales Associate

CVS Health

📅 2011 - 2014 📍 Boston, MA

- Served 150+ customers per shift
- Organized inventory of 175+ items, reducing stocking delays by 72% and decreasing unnecessary spending by 13%
- Decorated window displays and aisle ends, increasing purchases of displayed items by 67%
- Awarded Employee of the Year in 2014 for exceptional customer service, receiving 96% positive customer reviews

Car Salesman

Brooklyn Jeep

📅 2009 - 2011 📍 Boston, MA

- Sold an average of 3 cars per shift and cross-sold related accessories, increasing revenue by 27%
- Attended 8 auto industry conferences per year, including NADA and DrivingSales, to enhance brand knowledge
- Promoted brand loyalty program, signing up an average of 7 customers per day, increasing revenue by 18%
- Achieved the highest regional single-day Brooklyn Jeep sales rate with a record of 32 cars sold in one shift