

JESSICA CLAIRE

, , 100 Montgomery St. 10th Floor
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SUMMARY

Thorough UI Developer offering resourceful assistance to generate critical cross-platform UI concepts, services and processes. Uses sales experience to conduct comprehensive user interviews, in order to tailor interface designs to fit the target user's needs, and avoid potential pain points.

SKILLS

- POS Systems
- Inventory Control
- Retail Operations
- Problem-Solving
- Team Building and Leadership
- Computer Skills
- Critical Thinking
- HTML
- CSS
- JAVASCRIPT
- Adobe Photoshop
- Visual Studio Code
- Web Design
- Graphic Design
- Adobe XD
- Adobe Illustrator

EXPERIENCE

09/2020 to 09/2021 **Assistant Store Manager**

Bootbarn, Inc. â€” Laredo, TX,

- Assisted in continuous development of effective store associates to achieve desired sales and results.
- Completed frequent walk-throughs and directed team members to correct issues impacting store appearance or professionalism.
- Coached and developed store associates through formal and informal interactions, multiple employees I personally coached in sales became top 3 performers amongst all outlets/part time employees several months in a row.
- Oversaw aspects of maintenance, inventory and daily activity management.
- Delegated assignments based on team strengths to optimize floor coverage and service levels.
- Provided mentorship for employees to generate sales, promote effective upselling and cross-sell to improve retail productivity.

07/2019 to 09/2020 **Appliance/Electronics Sales Representative**

Best Buy â€” City, STATE,

- Analyzed customer needs and interests and recommended specific company products and services to best meet unique customer needs.
- Approached customers and engaged each compelling conversations through use of effective interpersonal and people skills.
- Searched store inventory system to determine whether requested products were available.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Completed customer's purchase by effectively processing credit and debit cards, cash and personal checks.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.
- Maintained current knowledge of special savings, sales, promotions and other offerings to enhance customer support.
- No. 1 Ranked Sales Representative in North America among all outlet stores for Total Tech Support in the month of February, March, June, July, August, and September 2020.
- Set current company record for most Total Tech Support Sales (25) amongst all part time associates in a single month - September 2020.
- No. 2 Ranked Sales Representative in North America among all outlet stores for Best Buy Credit Cards in the Month of February, and March 2020

11/2017 to 10/2018 **Automobile Sales Representative & Consultant**

Motorwerks BMW â€” City, STATE,

â€” Drive stores sales of high-end, luxury automobiles by consistently delivering high-quality service and ensuring total customer satisfaction.

â€” Fast acquisition of extensive product knowledge, and the ability to maintain luxury line expertise by analyzing characteristics, capabilities, and features; comparing and contrasting competitive models, as well as actually inspecting automobiles.

â€” Cultivate and develop strong business relationships with potential customers by thoroughly and quickly addressing any questions or issues.

â€” Offer car-buying solutions, including trade-ins.

â€” Qualified buyers by assessing customer's requirements and interests and aligning requirements and interests to various models.

â€” Efficient data entry of customer housing/employment history onto various credit

applications using FUSE, and then facilitating the approval of potential customers seeking financing options by submitting customer information over to various banks.

â— Demonstrate automobiles to prospective buyers by explaining characteristics, capabilities, and features, arranging test drives, and highlighting warranties and services.

â— Developing client needs through the use of situation, problem, implication, and need payoff questions. â— Close sales by objection prevention, negotiating price and completing sales contracts.

â— Averaging 12 units per month in the first year, while also generating over \$200,000 of gross profit in the same time span.

EDUCATION AND TRAINING

06/2022	UX/UI Bootcamp: UX/UI Design University of Minnesota - Twin Cities - Minneapolis, MN GPA:
12/2021	Web Programming Certificate: Web Programming Dakota County Technical College - Rosemount, MN GPA:
05/2017	Bachelor of Arts: Music Augsburg College - Minneapolis, MN GPA:

ACTIVITIES AND HONORS

- Augsburg GPA 3.92, Dean's List, Phi Theta Kappa Honor Society
- DCTC GPA: 3.825 President's List Student

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/Jessica-o-mara-5994a0a4
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