

JESSICA CLAIRE

✉ resumesample@example

☎ (555) 432-1000,

📍 , , 100 Montgomery St. 1
Floor



SUMMARY

Upbeat, customer-focused Sales Associate with 44 years of experience in retail environments. Flexible and approachable, with strong organizational and time management skills. Delivers memorable guest experience through welcoming interactions and extensive product knowledge.

SKILLS

- Locating Merchandise
- Building Customer Relation and Loyalty
- Energy and Physical Stamina
- Merchandise Receiving and Handling

EDUCATION AND TRAINING

East Burke High School
Connelly Springs, NC • 06/1979 - 06/1981
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High School Diploma: - GPA:

EXPERIENCE

Bass Pro Shops - Apparel Sales Associate
Ammon, ID, • • 05/2021 - Current

- Recovered clothing items from fitting rooms and returned to specified department areas.
- Facilitated positive guest experiences by promptly locating desired items for customers.
- Followed company standards for merchandise presentation and planograms of best apparel and displays.
- Ticketed items with pricing and markdowns and restocked sales floor according to merchandising plan.
- Performed stock processing by filling and stocking floor racks and backstock racks.
- Coordinated and merchandised seasonal collections and designs based on trending styles.
- Organized store by returning merchandise to proper areas and restocked displays.
- Unboxed new merchandise and restocked shelves in appealing and organized arrangements to promote items.

Lowe's Companies, Inc. - Head Cashier
Hopkinsville, KY, • • 05/2007 - 05/2021

- Helped customers find specific products, answered questions and offered product advice.
- Trained new team members in cash register operation, stock procedures and customer services.
- Processed payments promptly for customers to exceed productivity standards.
- Helped with purchases and signed customers up for rewards program.
- Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
- Assisted management with developing and managing employee improvement strategies to encourage exceptional performance from staff.
- Monitored cash drawers in multiple checkout stations to confirm adequate cash supply.
- Prepared cash deposits and balanced store safe for opening and closing of business.
- Processed refunds for worn, damaged and broken merchandise.
- Directed trash removal and sanitation procedures to keep aisles and register area organized.
- Performed merchandising and signage updates during weekly and seasonal promotional changes.
- Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Managed employee scheduling according to availability, forecasted customer levels and labor cost controls.
- Assisted with training new cashiers and customer service team members to increase speed of onboarding.
- Reviewed completed orders and efficiently bagged for easy carrying and access by customers.
- Reviewed stock levels and shelves and pulled new inventory from stockroom to replenish floor.
- Rotated and merchandised products at point-of-sale to improve impulse buy rate.
- Taught employees use of registers, merchandising of stock and satisfaction of diverse customer needs.
- Answered customer questions and provided store information.

Circle K Stores, Inc. - Customer Service Associate
North Augusta, SC, • • 10/2003 - 05/2007

- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Educated customers on special pricing opportunities and company offerings.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Troubleshot shortages and overages to support quality control efforts.
- Handled large amounts of cash and balanced cash drawer daily within prescribed balancing guidelines.
- Improved customer service wait times to mitigate complaints.

K-Mart Supercenter - Front -End Manager
City, STATE, • • 06/1979 - 04/2003

- Managed cash flow of store, including cashier operations, bookkeeping and security.
- Cultivated strong customer relations and developed effective customer service standards.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Managed customer complaints and rectified issues to complete satisfaction.
- Put together schedule for floor staff according to skill sets and coverage needs.
- Welcomed large volume of guests and improved overall customer service.
- Helped employees perform at peak productivity with morale-boosting programs and motivational techniques.
- Mentored new employees on [Task] and [Task] and delivered constructive feedback to increase understanding of job duties.
- Evaluated financial reports and trend forecasts.
- Created and optimized employee schedules for shift coverage.