**RENELLE MARTIN**

LP#17 Santa Cruz Old Road, San Juan

Cell: 18687334100

Email: [renelle.martin1@gmail.com](mailto:renelle.martin1@gmail.com)

**Summary**

Motivated sales associate with 5+ years sales experience. Independent worker with good communication skills. Reliable and able to work with little oversight and collaborate in team environments.

**Skills**

• Able to maintain high standards of display & visual merchandising to ensure the store is well presented.

•Able to promote a store and its products through effective marketing activities like leafleting etc.

• Able to accurately describe a products features and benefits to a customer.

•Willing to work on a shift basis including evenings and weekends.

•Ability to respond to timeframes and deadlines.

**Experience**

*01/2014-05/2014* **Customer Service Representative**

**Anand’s clothing –** Port of Spain.

* Assist shoppers locate the products and goods they desire
* Stock shelves with goods
* Answer queries from shoppers
* Guide and give advice to customers on product selection
* Deal with customer refunds
* Attach price tags to merchandise
* Receive and store stock.

*07/2014-11/2014***Customer Service Representative**

**Excellent stores –** Port of Spain.

* Greet customers and assist them in finding the merchandise.
* Processing returns and refunds as required in line with company procedures.
* Used the stock management system to check, locate and move stock both in and out of the store.
* Help design monthly eye-catching window displays.
* Upsell products to meet sales targets.
* Arrange products or merchandise to their respective areas.
* Refilled shelves with products and ordered more supplies as needed.
* Attend customer service training.

*1/2015-Present* **Clerical**

**Patrick’s Ambulance Interiors –** Port of Spain

* Sending and receiving emails
* Answering telephone calls, and relaying messages.
* Typing quotations.

*12/2015-1/2016* **Pennywise –** Grand Bazaar

* Greet customers when they arrive at the store and ask if they need assistance
* Arrange special sale and clearance items at the front of the store for maximum visibility
* Train new sales staff as needed by management
* Explain product features and warranty agreements
* Ensure that all products are well stocked and are easy to reach
* Provide information on daily deals and promotions
* Provide information regarding each product and any discount offers associated with it

**Education**

*2009-2014* **High School Diploma**

Bishop Anesty High School **–** Port of Spain