

Ariana Gomez

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Professional Summary

Dedicated retail professional with deep experience maximizing profitability, reaching sales goals, and ensuring customer satisfaction. Recognized for effectively upselling products and communicating with customers in a persuasive and articulate manner.

Skills

- Communications
- Attention to detail
- Customer service
- Dependable
- Multi-tasking and negotiation
- Outstanding people skills

Experience

HR Student Intern

September 2017 - June 2019

Greater Lawrence Family Health Center, Methuen, MA

- Answered caller or visitor inquiries on a huge variety of topics.
- Audit payroll in order to determine a company's liabilities, compensation coverage and unemployment insurance premiums.
- Check incoming materials and categorized them alphabetically.
- Conducted research on legal articles, state regulations and relevant laws.
- Administered policies and procedures such as benefits, recruitment, training and development, employee performance, evaluations and appraisals, and exit interviews.

Personal Lines Student Intern

September 2016 - June 2017

Fred C Church Insurance Company, Lowell, MA

- Adhered to company procedures and policies including maintaining relationships that matched with company's core values.
- Drafted a variety of legal documents, including general correspondence, motions, briefs and settlement documents.
- Assisted clients in understanding their available options and helped them select the right service plans for their needs.
- Compiled and submitted combat reports.

Sales Floor Associate

October 2017 - December 2018

Walmart Super Center, Salem, NH

- Assess customer's needs and provide assistance and information about the product.
- Comply with inventory control procedures.

- Ensure high levels of customer satisfaction by delivering excellent sales and service.
- Follow and make department sales goals on a monthly, quarterly and annual basis.
- Maintain in-stock supply and merchandise products on the sales floor.
- Accepted customer payments, and made change when necessary.
- Answered customers' questions on purchases, store policies, and store returns.
- Coached customers on how to use self-checkout stations.
- Counted the cash in the register at the start and end of each shift.

Education

Northern Essex Community College, Lawrence, MASSACHUSETTS

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