

CAMERON MALFARA

A Retail Customer Service Representative with four years of experience, specializing in customer support, client relations, sales management, and communication. A strong history of interfacing with a broad range of customers to identify appropriate solutions and ensure satisfaction.

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PROFESSIONAL EXPERIENCE

RETAIL CUSTOMER SERVICE ASSOCIATE

BestBuy, New York, NY
October 2019- Present

- ◆ Provide support to 25-35 customers per day, educate customers on electronics, payment plans, and rewards programs, and exceed monthly sales goals by 30%-40%
- ◆ Identify solutions to customer issues, including defective products, refunds, store credit, and achieve customer satisfaction ratings of 91%-94% YOY
- ◆ Coordinate with a team of 20+ retail sales and customer service associates to reduce customer wait times, identify appropriate solutions, and enhance daily operations

RETAIL CUSTOMER SERVICE ASSOCIATE

Target, New York, NY
June 2018 -October 2019

- ◆ Responded to phone calls and in-store inquiries from retail customers, guided shoppers in locating products and merchandise, and communicated with empathy and understanding
- ◆ Communicated with other local stores and departments to aid customers, resulting in a 91% customer service ranking over 12 consecutive months

EDUCATION

High School Diploma

Central Park East High School.
New York, NY
September 2014- June 2018

KEY SKILLS

- ◆ Retail Customer Service
- ◆ Communication
- ◆ Sales
- ◆ Upselling
- ◆ Process Improvement