

Joseph Corbin

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A Retail Customer Service Representative with three years of experience specializing in sales, client relations, communication, and team leadership. A proven track record of interfacing with diverse customers to resolve issues and identify products according to client needs.

Key Skills

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

Professional Experience

Retail Customer Service Associate

Multiverse Games & Comics, Philadelphia, PA | May 2020 - Present

- Provide education to customers on video games, board games, comic books, and retail products, maintain product knowledge to deliver recommendations, and identify upsell opportunities to achieve 130%-150% of monthly sales quota
- Field phone inquiries from prospective customers on collectible items, provide in-store support to customers in locating retail items, and achieve a 93% customer service score
- Coordinate with retail associates to organize product inventory, address customer issues, and identify opportunities to drive process improvements

Retail Customer Service Associate

Kohl's Clothing Store, Philadelphia, PA | June 2019- May 2020

- Supported 15-20 customers per day during store hours in identifying ideal clothing items, processing returns, addressing product issues, and locating merchandise
- Communicated with customers calmly and professionally to identify appropriate solutions and support an annual store customer satisfaction score of 91%

Education

High School Diploma

Benjamin Franklin High School, Philadelphia, PA | September 2015 - June 2019