

PROFILE

Experienced sales associate with 10+ years of professional experience in retail environments, working in furniture, fine jewelry, and health and personal care sectors. Highly effective in building professional relationships with clients to achieve sales goals and maximize profits.

PROFESSIONAL EXPERIENCE

Store Associate

Steve Quick Jeweler, Chicago, IL | March 2018 - Present

- Continuously surpassed monthly sales targets by 9% for all years and maintained 97,5% positive customer reviews over 12 consecutive months
- Deliver exceptional customer service by portraying an accommodating **and** engaging attitude, building **and** maintaining professional relationships with clients
- Maintain knowledge of all types of precious stones and metals and familiarity with designs and trends in fine jewelry
- ♦ Prepare estimates, invoices and warranty certificates
- Collect payment and wrap merchandise
- » Maintain jewelry displays, checked inventory and performed basic housekeeping

Lead Store Associate

West Elm, Chicago, IL | January 2015- March 2018

- Assisted an average of 50 customers per day, providing beneficial advice and knowledge on furniture and promoting customer loyalty
- Operated point-of-sale systems, processing sales, refunds, exchanges and distribution of returns to appropriate departments
- Awarded Employee of the Month twice for excellence in achieving customer satisfaction goals as well as individual and store sales goals
- Conducted daily inventory and sales reports with accuracy and efficiency
- Trained 24 new hires on store policies and procedures

Store Associate

Lush Cosmetics, **Chicago, IL** | May 2012 - January 2015

- a Maintained constant presence on the sales floor to address customer needs
- Exceeded sales targets by 5% in first year and by 7% or more in subsequent years
- Demonstrated use of products to customers, consulted with customers on beauty care needs and recommended appropriate products
- Operated point-of-sale systems, processing sales, refunds and exchanges
- Performed daily inventory and sales reports and attended weekly sales meetings

EDUCATION

Bachelor of Arts in Business

The University of Illinois at
Chicago, IL

August 2006 - **May** 2010

KEY SKILLS

- Building client relationships
- Customer service
- Interpersonal skills
- Merchandising
- **Problem-solving**
- Upselling

CERTIFICATIONS

- Professional Program
Certificate in Retail, Tacoma
College, 2016