

Professional Experience

Senior Retail Sales Associate

AutoZone, Grand Rapids, MI | September 2017 - Present

- Provide support and training to colleagues to develop their customer service skills and knowledge of automobile parts and products
- Supervise a team of nine sales representatives to meet ambitious sales targets, exceeding team goals by 54% in February 2021
- Maintain a thorough knowledge of cutting-edge products and services and communicate information to customers and team members
- Utilize strategies to protect company assets, resulting in a loss reduction of 23% in just six months

Retail Sales Associate

Lentz Auto Repair, Grand Rapids, MI | July 2013- September 2017

- Maintained a safe and attractive reception environment and updated promotional product displays
- Greeted customers warmly and professionally and listened to their requirements to suggest suitable solutions
- Capitalized on opportunities for upselling, generating more additional revenue than any other sales associate in 2016
- Handled cash and card transactions using the point-of-sale system and kept accurate financial records

Education

Associate of Science in Business Administration

Grand Rapids Community College, Grand Rapids, MI | September 2011 - June 2013

**Reeva
Fry**

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Seasoned senior sales associate with more than seven years' experience in the automobile industry and more than three years in a management position. Assertive and motivational leader with a proven ability to nurture talent and spearhead teams to meet challenging targets. Organized and ambitious with outstanding written and verbal communication skills.

Key Skills

- Detailed knowledge of automobile repair
- Leadership and mentoring
- Staff performance management
- Financial record-keeping
- Strong sales ability