

SAVANNAH DENNIS

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EDUCATION

Associate of Science in Business

Sacramento City College,
Sacramento, Ca
September 2011 - June 2013

KEY SKILLS

- Merchandising and displays
- Training and mentorship
- Recruitment
- Clear communicator
- Cash handling
- Strong salesperson and engaging customer service style
- Strategic planning and target setting

Diligent and professional senior sales associate with 11+ years* experience providing strong leadership and excellent customer service in retail outlets. Shrewd business acumen and capable of planning strategically to seize new revenue opportunities. Assertive negotiator and experienced in budget management and contract sourcing.

PROFESSIONAL EXPERIENCE

Senior Retail Sales Associate

AutoZone, Sacramento, CA | July 2013 - Present

- Train new hires and provide ongoing professional development for all colleagues to improve knowledge of customer service practices, company policies, and product ranges
- Supervise retail staff and undertake performance management responsibilities, including setting personal and team productivity goals
- Devise and market customer loyalty schemes and promotions, resulting in a 23% store revenue increase in 2020
- Maintain an attractive and safe retail environment and create appealing merchandising displays
- Actively research and pursue new revenue streams and negotiate favorable contracts with suppliers, securing savings of 42% over two years

Sales Associate

Trek Bicycle, Sacramento, CA | September 2009 - June 2013

- Assumed a managerial role as required to cover senior colleagues' leave and sickness
- Provided attentive and professional customer service in person and over the phone to build brand loyalty
- Mentored three new recruits to provide orientation and improve customer service skills
- Processed payments and refunds using the point-of-sale system following the company's cash handling policies and procedures