



Sarah Johnson

A Retail Sales Professional with six years of experience specializing in customer service, retail sales, and upselling techniques. A proven track record of interfacing with diverse customers to provide ideal product recommendations and exceed sales quotas.

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Professional Experience

Retail Sales Associate

Luxury Fashions, Miami, FL October 2020 - Present

- ◆ Provide support to customers, field inquiries to identify ideal fashion products, and provide recommendations based on customer needs
- ◆ Educate clients on luxury clothing products and accessories, identify solutions to customer issues, and contributed to a 94% customer satisfaction rating for the store
- ◆ Upsell fashion accessories and achieve 120%-130% of sales goals YOY

Retail Sales Associate

Dolphin Swimwear, Miami, FL June 2019 - October 2020

- ◆ Recommended new visual merchandising displays to grow awareness of new products and promotions, which contributed to a 40% increase in monthly sales
- ◆ Demonstrated product knowledge and provided quality customer service, resulting in an average score of 92% on customer satisfaction surveys

Education

Associate of Science (A.S.) Visual Merchandising

University of Florida, Gainesville, FL
September 2015 - June 2019

Key Skills

- ◆ Retail Sales
- Conflict Resolution
- ◆ Upselling
- Customer Service
- Visual Merchandising