

Kareema Marshall

STORE MANAGER

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Kareema-Marshall/92766f0ffe491b5b](https://www.indeed.com/r/Kareema-Marshall/92766f0ffe491b5b)

- Store manager dedicated to hiring top-notch sales associates and assuring that the store operations run smoothly. Organized and effective at encouraging staff cooperation and productivity.
- Authorized to work in the US for any employer

WORK EXPERIENCE

Sales Representative

MetroPCS - Authorized Dealer - Philadelphia, PA - February 2016 to Present

Responsibilities

- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.
- Maintained knowledge of current sales promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.
- Engaged with customers in a sincere and friendly manner.
- Completed all cleaning, stocking, and organizing task in assigned sales area.
- Prioritized helping customers over completing other routine tasks in store.
- Built relationships with customers to increase the likelihood of repeat business.
- Consistently hit and exceeded the sales goals by at least 20%.
- Built strong client relationships and provided high value adding services.

Store Manager

Cricket Wireless - Philadelphia, PA - September 2014 to January 2016

- Counted cash drawers and made bank deposits.
- Managed staff of 4 sales associates, 1 team leaders and 1 assistant managers.
- Assigned employees to specific duties to best meet the needs of the store.
- Reordered inventory when it dropped below predetermined levels.
- Instructed staff on appropriately handling difficult and complicated sales.
- Hired, trained and evaluated personnel in sales and marketing.
- Examined merchandise to verify that it was correctly priced and displayed.
- Planned budgets and authorized payments and merchandise returns.
- Organized private mailbox system using mailbox manager software.
- Scheduled and led weekly store meetings for all employees.
- Increased profits through effective sales training and troubleshooting profit loss areas.
- Reported to the district manager regarding all store and staff issues.
- Completed profit and loss performance reports.
- Trained and developed new associates on POS system and key sales tactics.
- Implemented a new ordering process and identified poor work habits to improve process effectiveness.
- Increased sales volume by 70% in less than 3 months.
- Generated repeat business through exceptional customer service.

SALES REPRESENTATIVE

METROPCS - March 2013 to September 2014

- Greeted customers in a timely fashion while quickly determining their needs.
- Recommended merchandise to customers based on their needs and preferences.
- Maintained knowledge of current sales promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.
- Engaged with customers in a sincere and friendly manner.
- Completed all cleaning, stocking, and organizing task in assigned sales area.
- Prioritized helping customers over completing other routine tasks in store.
- Built relationships with customers to increase the likelihood of repeat business.
- Consistently hit and exceeded the sales goals by at least 20%.
- Built strong client relationships and provided high value adding services, resulting in a 75% company marketing increase.
- Achieved 100% of the monthly quota and grew sales to 14,000 monthly, earning title as top sales representative in the region.

FIELD TEAM LEAD

INDEPENDENCE INC - July 2011 to December 2012

- * Negotiated prices, terms of sale, and agreement services.
- * Contacted new and existing customers to discuss how their needs could be met through specific products and services.
- * Identified prospective customers by using business directories and following leads from existing clients. Wrote sales contracts for orders obtained and submitted orders for processing.
- * Selected the correct products based on customer's needs, product specifications, and applicable regulations.
- * Created sales contracts on and off premises accounts.
- * Recorded accurate and efficient records in the customer database.
- * Prioritized tasks and projects to meet tight deadlines.
- * Attended monthly sales meetings and quarterly sales trainings.
- Prospected and conducted face to face sales calls with business executives and directors throughout assigned territory.

EDUCATION

GED

COMMUNITY COLLEGE OF PHILADELPHIA

June 2013

ADDITIONAL INFORMATION

Skills & Abilities

- Excellent Customer service skills
- Personal development
- Customer relations
- Merchandising
- Bank deposit procedures