# Retail Associate (L3) Job ID: 826990

# Washington DC, 20002

# Education

**MBA | Georgia Southern University 2017**

Graduated with 3.44 GPA.

Attended business school to learn operational management. I focused heavily in Managerial Statistics, Managerial Finance, and earned a certification in Information Systems.

**BA | Macon State College 2012**

# Skills

* Excel (2 years), PowerPoint (10+ years), Word (5 years), Microsoft Office (5 years)
* Sales (2+ years)
* Salesforce(2 years), Zoho (2 years), Zendesk (less than a year)
* SQL (Less than 2 years)

# Experience

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| **Retail Associate | Amazon Books 2018-2019** |  |
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Responsible for customer experience and enhancing the company’s already popular and well-received brand by providing customer service within Amazon’s physical retail store location.

* Consistently earned 39 d-subs, 9 weeks in a row, with a 40% overall acceptance rate.
* Trained in Candy Shop POS system in order to stock, destock, locate, and check prices of products.
* Assisted customers in locating books to reach fitness goals, returning online purchases, and saving money with seasonal, weekly, and daily Amazon bundle deals.
* Obsessed over customers by acknowledging repeat customers who came into the store by name as well as giving them specific book recommendations.
* Took ownership in the customer experience by offering to wrap items with tissue paper for customers during the holiday season.

## Account Manager | Easycare, APCO 2017-2018

Worked within a 4-person team responsible for collecting data and managing company business partnerships via arange of marketing operations:branding, public relations, and business development.Managed multiple external SME accounts ranging from $12 to $200 thousand.

* Manage and provide timely, professional, and friendly responses to email and phone inquiries fromAgency and Region clients on a daily basis.
* Provide ad hoc reporting on claims, production, loss history, cancellations, and any others as requested.
* Awarded Star, for excellent Customer Service 2017.

## Electronic Business Support Analyst | Easycare, APCO 2016-2017

Hired as third member of product solutions team to support company’s online platforms and applications.Rapidly promoted due to strong performance.Worked cross-functionally in teams during updates to products and improvements, worked closely with the support team on issues within the support queue.

* Research, analyze and document system deficiencies for enhancement of existing systems and processes.Capture and document project requirements that are complete, concise and accurate.
* Develop and execute accurate test plans for company projects or system enhancements/corrections.
* Support Dealer and Agent personnel with technical support problems through email, phone and face to face.
* Awarded Star, for excellent Customer Service 2016.

## Assistant Manager | Payless Shoesource 2014-2016

Executed key strategies focusing on customer satisfaction and maximizing sales across varied business segments. Implemented retail sales operations policies and procedures of the store through execution and direct supervision.

* Built sales forecasts and strategies that assisted in the 2015 award for Highest Annual Revenue Increase of 25%+ at the regional level.
* Sourced, pre-screen and schedule applicants for interview
* Learned and implemented new tools and systems that manage client contacts and increase store efficiency.
* Attended Evening Social events as a representative of the management team.

## Sales Coordinator | Hilton Head Marriott Resort and Spa 2010-2014

Dual accountability for managing operations and sales for 513-room, 26-meeting room hotel entailing guest services/satisfaction, day-to-day functions, and staff performance.

* Generated increase in revenues by instituting a corporate discount rate of 25% for companies holding annual events eliminating need for 3rd party service providers.
* Performed administrative functions in addition to inside/outside sales by coordinating and transitioning property services and product for specific customer needs and requests.
* Managed social and wedding markets including handling all outbound and inbound communication with leads, contract development, negotiation and aspects of account management.

# References

Andrew Strickland

Store Manager Payless Shoesource

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