

Amanda B. Chen

San Francisco, CA | amanda.chen@email.com | (415) 555-8022

Professional Summary

Seasoned luxury retail sales consultant with 8 years' experience in high-end jewelry and watch sales. Proven ability to convert phone and in-store leads into high-value transactions, excelling in customer relationship management and consultative selling.

Core Competencies

- High-Value Product Sales
 - Upsell/Cross-sell
 - VIP Relationship Building
 - Objection Handling
 - CRM Tracking
 - Customer Experience
 - Phone/Email Consultations
 - Sales Target Achievement
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Professional Experience**Sales Consultant**

Luxe Jewelers | San Francisco, CA | Sep 2017 – Present

- Achieved \$2M+ annual sales, with 35% of business from repeat clients
- Converted phone inquiries into in-store appointments with a 22% success rate
- Maintained detailed client database using Salesforce

Sales Associate

Gemstone Gallery | Palo Alto, CA | Jun 2015 – Aug 2017

- Exceeded monthly targets by 20% through active upselling
 - Trained new hires in consultative sales techniques
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Education

B.A. Communications, UC Berkeley

Technical Skills

Salesforce | MS Office | Shopify

Languages

English (native), Mandarin (conversational)