

# Rami Shoula

Sales Associate

## 👤 Profile

Enthusiastic and reliable Sales Associate, dedicated to providing excellent customer service with a smile. Organized, detail oriented, and experienced in properly handling customer inquiries and transactions. Dedicated to increasing sales by providing the ultimate customer experience. Several years of experience in various retail settings with a proven track record of job success.

## 📁 Employment History

### Sales Associate at Viola's Flowers and Gifts, Seattle

March 2016 — September 2019

- Put forth excellent customer service efforts at all times.
- Recorded and processed all flower orders in an organized and accurate manner.
- Provided relevant information and suggestions regarding floral arrangements and purchases.
- Ensured proper delivery times for all events and coordinated travel for deliveries.
- Answered phones, relayed important messages, and served as a general liaison between the florist and customers.

### Sales Associate at Nordstrom, Seattle

December 2015 — March 2016

- Greeted customers with a smile and encouraged feedback pertaining to their shopping experience.
- Handled all merchandise with care and packed customer bags neatly.
- Settled customer disputes in a professional and pleasant manner.
- Maintained up to date knowledge of all retail promotions.
- Prevented long waits by quickly and carefully ringing up items, adding to the hassle-free experience of the customer.
- Mentored junior cashiers and new employees.
- Took on extra shifts based on the needs of the store.
- Remained punctual and professional at all times.

### Inventory Monitor at Wal-mart , Hartford

May 2013 — April 2014

- Carefully and accurately monitored and recorded all refrigerated items ready for stocking.
- Delivered inventory reports to my supervisor in a timely fashion each and every week.
- Coordinated and scheduled deliveries based on sales and future needs.
- Worked well with other employees to ensure proper running of the inventory department.

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Organization

Excellent Communication

Customer Service

Advanced Math

## Education

**Associate in Business Administration, Westchester Community College, Valhalla**

August 2015 — May 2017

**High School Diploma, Norwell High School, Norwell**

September 2011 — June 2015

## References

**Evan Rightworth from Wal-mart**

[erightworth@walmart.com](mailto:erightworth@walmart.com) · 314-999-4538

**Lydia Cooke from Viola's Flowers and Gifts**

[lcooke@violas.com](mailto:lcooke@violas.com) · 712-743-2827

## Internships

**Receptionist at Phil Sampson Dentistry, Bellevue**

August 2014 — April 2015

- Answered phones and recorded messages.
- Greeted clients with care and informed them of protocols for their visit.
- Performed basic front desk duties.
- Worked well with other employees to add to a productive environment.