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| 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 HistorySales 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. |  |  |  | | --- | --- | |  | EducationAssociate in Business Administration, Westchester Community College, Valhalla August 2015 — May 2017 High School Diploma, Norwell High School, Norwell September 2011 — June 2015 |  |  |  | | --- | --- | |  | ReferencesEvan 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 |  |  |  | | --- | --- | |  | InternshipsReceptionist 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. | | DetailsSkills  |  |  | | --- | --- | | Organization | | |  |  |  |  |  | | --- | --- | | Excellent Communication | | |  |  |  |  |  | | --- | --- | | Customer Service | | |  |  |  |  |  | | --- | --- | | Advanced Math | | |  |  | |