

# SARAH THOMAS



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Brampton, ON

## SUMMARY OF QUALIFICATIONS

Highly motivated and enthusiastic individual with over 6 years of customer service experience that translates into a deep understanding of, and ability to meet, clients' diverse expectations and needs. Results-oriented and client-focused work ethic exemplified by a proven track record of driving sales and exceeding targets. Possesses exceptional communication and interpersonal skills with the ability to work both independently and as part of a team. Committed to building strong client relationships.

### SKILLS

- Highly proficient in utilizing the complete Microsoft Office Suite, to streamline workflows, improve productivity, and create professional documents, spreadsheets, presentations, and email communications.
- Proven track record of successful upselling strategies, consistently exceeding sales targets and driving revenue growth
- Demonstrated expertise in capturing customer information and achieving high loyalty conversion through efficient email capture techniques
- Extensive training and proficiency in various point-of-sale (POS) systems, ensuring accurate and efficient transaction processing
- Experience working in fast-paced environments
- Exceptional organizational and time-management skills

### EDUCATION

#### York University | Toronto, ON

Bachelor of Arts

English & Professional Writing, Expected in May 2024

- 8.0 GPA
- Dean's List Honouree 2020-2023
- York University Entrance Scholarship Recipient

#### St. Marguerite d'Youville SS | Brampton, ON

High School Diploma (OSSD) obtained June 2020

- Grade 12 Academic Excellence Award Recipient for overall average of over 90%
- Grade 12 Canadian Law Award Recipient for highest course average (98%)
- Grade 12 English Award Recipient for highest course average (95%)

### PROFESSIONAL EXPERIENCE

#### SALES ASSOCIATE

The Shoe Company | September 2019 - June 2023

- Efficiently managed time and resources to consistently deliver exceptional customer service, even during demanding high-volume periods
- Consistently met and exceeded daily loyalty conversion objectives
- Retained product, service and company policy knowledge to serve as a resource for both coworkers and customers
- Carried out POS transactions by having engaged positively with each customer and providing professional and polite support
- Built and maintained relationships with peers and upper management to drive team success

#### NON-LEGAL SUMMER STUDENT

Blaney McMurtry LLP. | May 2022 - September 2022

- Proficient in preparing and processing notarial certificates with meticulous attention to detail, ensuring accuracy and compliance with legal requirements
- Skilled in handling photocopies efficiently, and maintaining organization and confidentiality of sensitive documents
- Exceptional drafting skills, capable of crafting professional letters with clarity and precision, enhancing communication effectiveness
- Expertise in efficiently preparing courier slips, ensuring prompt and reliable delivery of important documents and packages

#### FAST FOOD SERVER

Dairy Queen | November 2017 - July 2019

- Resolved customer apprehensions about food preparation, and responded to ingredient and allergen concerns
- Documented orders in POS system, collected payments and prepared accurate change for cash transactions.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations