

Delilah Jones

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South Portland, ME

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Through my extensive experience in customer retail, I have grown to appreciate that the primary way to succeed is to develop rapport with customers. Eager to continue this customer relationship development to improve outcomes for a growing consumer brand with national aspirations like Signet Jewelers.

WORK EXPERIENCE

Kay Jewelers - Retail Sales Associate

December 2019 - current

South Portland, ME

- Recognized as a Top 5% salesperson in the most heavily trafficked Kay's store in Maine
- Quickly developed relationships with prospective customers, and recommended appropriate jewelry, resulting in \$4.2M in new revenue
- Prioritized selling jewelry insurance, exceeding sales target for insurance products by 26%
- Managed a 2% return rate, 150% below target estimates via a detailed understanding of product inventory and customer interest
- Provided light inspections and cleanings of jewelry, and helped customers take advantage of warranties
- Helped customers understand store specials, financing plans, and service options, including theft-protection plans

Macy's - Retail Sales Associate

September 2018 - December 2019

South Portland, ME

- Identified customer pain points, and pointed them in the right direction, leading to a 98% customer approval rating
- Promoted the value of the customer loyalty program, leading to a 12% beat on expected customer sign-up rate for the program
- Awarded the Top Retail Sales Associate at the location in Q1 2019
- Placed custom orders for customers looking for specific merchandise not in stock at location
- Processed customer transactions, exchanges, and returns, and checked all merchandise for damages, which decreased returns by 5%
- Set up store displays at the register and at the shoe and purse sections, changing displays 3 times a week

EDUCATION

South Portland High School - Diploma

2014 - 2018

South Portland, ME

SKILLS

Negotiation; Customer Support; Problem-solving; Persistent; Resilient; Time Management