

# Steven Farrel

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## SUMMARY

- Diligent worker with a track of record and punctually to meet a deadline under pressure in a fast-paced environment.
- Detail-oriented worker at sustaining happiness and has excellent organizational.
- Preserve up-to-date knowledge and information about the latest products
- Excellent communication abilities in a range of settings and excellent customer service.
- Pitched and promoted company products and services to customers

## EXPERIENCE

### Relevant

- Improved group activities in an efficient manner.
- Guided customers on purchases based on interest, promotions and other sales
- Promptly and politely responds to customer inquiries and customer requests for assistance through in-person, phone call and took accurate messages
- Engaged customers in a courteous, helpful, and respectful manner, promptly and politely responds to customer inquiries and customer requests for assistance
- Accurately processes and prepares merchandise for the sales floor following company procedures and standards
- Maintains all organizational, cleanliness, and recovery standards for the sales floor and participates in the maintenance/cleanliness of the entire store

## CUSTOMER SERVICE

- Maintained and made adjustment to customer accounts having a 98% customer satisfaction.
- Giving a customer/clients with a helpful resources in a timely manner
- Calm, Responded to customer complaints or dissatisfaction according with customer inquiries and issue.
- Build lasting relationships with a customer and build satisfaction.
- Comply with a safety and regulations and obey all labor laws, policies, and procedures

## COMMUNICATION

- Handled Internet email and social media as an effective communication tool
- Provide best solution regarding the purchases and the services for clients.
- Teamwork with diverse individuals and groups
- Provide and share the best idea with a team environment, and influence positive idea with a team.

## WORK EXPERIENCE

Cookie's Department Store, New York City, NY  
**Retail/ Sales Associate (Contractual Employment)**

2/2022 – 9/2022

## EDUCATION

**Borough of Manhattan Community College**  
New York, NY  
Associates degree (AS)

Expected Graduate-6/2024