1. Supported loss prevention goals by maintaining accurate drawers and monitoring shopper behavior.
2. Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
3. Helped customers find merchandise and assisted with sizing and accessories.
4. Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
5. Pursued resolutions to achieve complete customer satisfaction, including tracking down hard-to-find merchandise at diverse locations.
6. Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
7. Maintained records related to sales, returns and inventory availability.
8. Fielded questions and solved problems by informing customers of current promotions and store policies.
9. Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
10. Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions.
11. Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
12. Trained and developed new sales team associates in products, selling techniques and company procedures.
13. Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.
14. Applied security and loss prevention training toward recognizing risks and reducing store theft.
15. Maintained organized, presentable merchandise to drive continuous sales.
16. Greeted customers entering store, offering assistance with all requirements.
17. Approached each problem with fresh mind and analytical strategies to quickly resolve concerns.
18. Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases.
19. Remained calm and composed in tense situations involving angry or upset customers.
20. Tracked stock using company inventory management software.