

VALERIE CALLE

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Professional summary

Goal-oriented individual versed in greeting high-volume of customers and recommending merchandise based on individual requirements. Skilled at creating displays to promote higher sales, completing cash register transactions and maintaining accurate records of all transactions.

Bilingual.

Education

Associate of Arts: Software Engineer 05/2022
University Of Miami - Miami

Associate of Arts: Business 08/2021
Miami Dade College - Miami

GED 06/2019
Colegio Bolivar - Cali, Colombia

Skills

- Sales Generation
- Stocking and Receiving
- Time Management
- Inventory Control Procedures
- Interpretation and Translation Services
- Upbeat and Positive Personality
- Issue and Complaint Resolution
- System Documentation
- Efficient and Detail-Oriented
- Customer Communication
- Information Updates
- Understanding Customer Needs

Work History

Sales Associate 01/2022 to 04/2022

Waterdrop Microdrink – Miami Beach, FL

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Answered to any needs of the Store Manager.
- Engaged with customers to effectively build rapport and lasting relationships.
- Prepared merchandise for sales floor by pricing or tagging.
- Solved customer challenges by offering relevant products and services.
- Increased sales by offering advice on purchases and promoting additional products.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.

- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.
- Maintained records related to sales, returns and inventory availability.
- Tracked stock using company inventory management software.

Call Center Agent

03/2020 to 12/2021

Rainshield Roofing – Tamarac,FL

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Analyzed and escalated complaints, issues and grievances to designated departments for investigation and response.
- Recommended products to customers, thoroughly explaining details.
- Responded to customer requests for products, services and company information.

Languages

English



Native or Bilingual

Spanish



Native or Bilingual