

Functional resume

Summary

Experience customer service representative with a proven track record of boosting month-to-month sales. Able to predict, evaluate, and meet the specific needs of customers while maintaining an efficient work schedule. Awarded "Employee of the Month" for consistently receiving positive customer feedback. Seeking to leverage my experience in customer service to fill a Sales Clerk position at Blarney's.

Relevant Skills

Customer Service

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands and the latest fashion trends

Sales

- Exceeded sales goals an average of 10% for 5 straight months
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price

Merchandising

- Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process
- Develop and create unique displays that attract customers to a desired product

Professional Experience

Ulta, Manhattan, NY
Sales Clerk
2016-2017

GAP, Albany, NY
Sales Representative
2014-2015

GAP, Albany, NY
Jr. Sales Representative
2012-2013

Education

Bachelor of Science in Business Administration (concentration: finance) Honors: cum laude (GPA: 3.7/4.0)
Louisiana State University, Baton Rouge, LA
May 2014