

## **Richard Forman**

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### **PROFILE SUMMARY**

Energetic, customer-centered individual seeking to become a part of the winning sales team at Vivian's Cosmetics. Offers extensive training and acquired skills in sales enhancement and management to exceed the sales targets.

### **EDUCATION**

M.B.A – Sales | Northwest University, Seattle, WA – 2013

B.A Business Economics | Professional College, Seattle, WA – 2011

### **STRENGTHS AND KNOWLEDGE**

- POS system
- Complaint processing
- Conflict resolution
- Cashiering
- Product promotion
- Inventory management
- Mathematics
- Store maintenance
- Bilingual: English, Spanish

### **QUALIFICATIONS IN SALES**

- Skilled in merchandise displays and restocking of material
- Ability to project product information and specifications via presentations
- Knowledge of planning, designing and launching promotional campaigns for new products
- Skilled in analyzing customer's feedback and communicating to the senior managerial level
- Well-versed in conducting market competency analysis

### **WORK EXPERIENCE**

Sales Intern | Best Buy, Seattle, WA | Summer 2013

- Dealt with customers and guided them regarding the product specifics
- Maintained record of sales in a computer based software
- Handled customer complaints and processed refunding or item replacing requests on daily basis
- Designed a sales campaign for launching of the cosmetic's section at the store
- Issued monthly sales report along with productive recommendations for enhancing sales
- Exceeded the sales target set for the month of August by the store management

## COMPUTER

- MS Office Applications • Windows / Macintosh • QuarkXPress

## INTERPERSONAL

- Excellent persuasive skills
- Matchless convincing power coupled with motivation to enhance the hiring company's sales
- Time management and multitasking