**Mary Smith**

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(555) 555-5555, 123@xyz.com

**RETAIL SALES ASSOCIATE**  
**Customer Service….Communication….Team Player**

**OBJECTIVE**: Seeking an opportunity as a Retail Sales Associate at K-Mart utilizing stellar problem solving skills and excellence in delivering customer services in order to ensure recurring business for the store.

**KEY QUALIFICATIONS**  
• 2+ years’ experience in the retail environment  
• Proven record of driving profitable sales through promotions and merchandizing  
• highly skilled in achieving store sales goals in a team-selling environment  
• in depth knowledge of building exceptional customer experiences through engagement, attitude and service  
• Proficient in performing daily departmental maintenance tasks

**SPECIAL SKILLS**  
• Demonstrated ability to keep track of repeated customers, their likes and dislikes and their contact information  
• Proven ability to anticipate customer responses  
• High level of literacy in reading, writing, math and technology  
• Bilingual – English and Spanish

**NOTABLE ACCOMPLISHMENTS**  
• Achieved sales goals by 100% in the year 2011 by putting in place excellent selling techniques  
• Increased customer base by 30% during the year 2012 following excellence in customer services resulting in recurring business

**PROFESSIONAL EXPERIENCE**

**Retail Sales Associate** | The Retail Store – Los Angeles, CA | May 2011 – Jan 2013

• Assisted customers with product selection and queries  
• Investigated and resolved customer complaints  
• Set up store displays  
• Operated cash register as and when necessary  
• Managed shelf stocking and pricing activities  
• Handled inventory and stocks  
• Reviewed merchandize movement  
• Inspected merchandize for quality and quantity

**EDUCATION**  
John Marshall High School, Los Angeles, CA  
High School Diploma – 2008

**ADDITIONAL CAPABILITIES**  
• Available for flexible scheduling  
• Proven ability to listen actively and act quickly  
• Proficient in responding to the range of shopping types