Mary Smith
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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
É2+ yearsøexperience in the retail environment
ÉProven record of driving profitable sales through promotions and merchandizing
Éhighly skilled in achieving store sales goals in a team-selling environment
Éin depth knowledge of building exceptional customer experiences through engagement, attitude and service
ÉProficient in performing daily departmental maintenance tasks

SPECIAL SKILLS
ÉDemonstrated ability to keep track of repeated customers, their likes and dislikes and their contact information
ÉProven ability to anticipate customer responses
ÉHigh level of literacy in reading, writing, math and technology
ÉBilingual ó English and Spanish

NOTABLE ACCOMPLISHMENTS
ÉAchieved sales goals by 100% in the year 2011 by putting in place excellent selling techniques
ÉIncreased 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 ó Los Angeles, CA | May 2011 ó Jan 2013

ÉAssisted customers with product selection and queries
ÉInvestigated and resolved customer complaints
ÉSet up store displays
ÉOperated cash register as and when necessary
ÉManaged shelf stocking and pricing activities
ÉHandled inventory and stocks
ÉReviewed merchandize movement
ÉInspected merchandize for quality and quantity

EDUCATION
John Marshall High School, Los Angeles, CA
High School Diploma ó 2008

ADDITIONAL CAPABILITIES
ÉAvailable for flexible scheduling
ÉProven ability to listen actively and act quickly
ÉProficient in responding to the range of shopping types