**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**
• 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