

PRODUCT SPECIALISTS

Professional Summary

To obtain a Merchandising position within a company to provide a style and culture that exudes ones present mindset of the retail industry. Ultimately to provide an excellent customer experience in order to maximize revenues and market share to receive a healthy return on investment.

Experience

08/2014 to Current

Product Specialists Company Name i¼ City , State

- Responsibilities for this role include receiving and answering customer inquiries and requests regarding products, orders, pricing and other services offered and providing operational support for Garmin's consumer electronic products and working with customers to determine which products, accessories and plan of action best serves the customer's individual needs. Other responsibilities include:
- Remain current on changes in policies, procedures, and product offerings
- Report any and all out-of-line conditions affecting customer satisfaction
- Develop and maintain department and company image and philosophy to the public
- Become highly knowledgeable in the specifications, capabilities and operation of Garmin products
- Answer customer technical inquiries regarding Garmin products via telephone, letters, fax and electronic mail
- Monitor, document and report failure trends in Garmin equipment
- Identify and recommend improvements in Garmin products, documentation and procedures
- Review special circumstances and authorize warranty service when deemed appropriate.

09/2012 to 08/2014

Assistant Manager/Manager Company Name i¼ City , State

- Deliver premium customer service
- Driving sales goals to meet and exceed company standards
- Training and hiring current and new employees
- Implementing company visual merchandising standards
- Responsible for paperwork regarding payroll, managing hours, and daily operations Manage employees and set individual goals that allow for personal and growth of business
- Work with district manager to implement loss prevention standards through weekly audits and customer awareness.

06/2012 to 09/2012

Apparel Sales Lead Company Name i¼ City , State

- Implementing the merchandise presentation standards and signage of the apparel department to meet company standards and maximize profits
- Supporting company standards of selling and customer service
- Assisting the store management team with general supervision in the store in accordance with company policies and procedures including opening and closing the store and front end coverage as assigned
- Complying with cash office procedures and preparing deposits and balancing cashiers Compliance to loss prevention standards and audit requirements.

07/2010 to 05/2012

Team Scout Coordinator Company Name i¼ City , State

- Set up in store displays, maintain and change out graphics.
- Move product to optimize location on floor/shelf.
- Refresh product presence to ensure full and neat presentation of available inventory.
- Provide in store support around key marketing programs, initiatives and major product launches
- Educate retail managers and sales associates on Under Armour in store programs, sales initiatives, product launches and corporate merchandising guidelines
- Provide a high level of customer service within Under Armour merchandise areas, the location of which within the store to be based on season, launch and/or event.

09/2009 to 07/2010

Footwear Specialist Company Name i¼ City , State

- Assist customers with footwear needs Knowledge of all types of athletic footwear
- Stock and remodel footwear sales floor to company standards weekly based on company initiatives and weekly planner.
- Loss Prevention measures taken daily by daily self audits and weekly shakedown of stockroom
- Work closely with management to maximize sales and generate new customers
- Provide exceptional customer service needs.

12/2006 to 08/2009

Sales Associate / Assistant Manager Company Name i¼ City , State

- Assist customers with sportswear and equipment needs

- Achieve daily sales goals through customer satisfaction
- Stock and remodel store sales floor to emphasize new product and in-season sports.
- Supervise and train employees on company brand standards through workshops and weekly meetings.
- Complete daily and weekend ending paperwork to present business results to district manager.
- Handle daily deposits and store reports.

Education

12 2009

Bachelor of Science Hotel and Restaurant Administration Degree : Hospitality University of Central Missouri i¼ City , State GPA: GPA: 3.0

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Skills

customer satisfaction, customer service, documentation, Driving, electronic mail, fax, graphics, hiring, inventory, letters, Loss Prevention, managing, marketing, meetings, merchandising, office, neat, payroll, philosophy, policies, pricing, receiving, retail, selling, sales, supervision, telephone, workshops