

SALES ASSOCIATE

Summary

- Reliable and friendly worker who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying shopping experience.
- Highly energetic, outgoing and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service.
- High-achieving Sales Associate offering an extensive background in customer service, sales, client relations and merchandising. Self-directed and self-motivated team player who also works well independently.

Highlights

- Cash handling accuracy
- Excellent multi-tasker
- Organized
- Strong communication skills
- Time management
- Proficient in MS Office
- Detail-oriented
- Flexible schedule

Accomplishments

- 2014-15 ASU Scholastic Award
- 2010-2014 Westview High School Honor Roll
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Valid Driver's License, Food Handler's Card

Experience

Company Name June 2015 to Current Sales Associate

City, State

- Ensure great customer service by assisting in location, availability and selection of merchandise
- Maintain store selling floor, fitting rooms, visual displays, presentation and conditions
- Assist in daily store recovery, before, during or after store opening hours
- Promote current sales and promotions to customers, including pricing of merchandise
- Adhere to company policies, procedures, and loss prevention practices
- Complete sales transactions and maintain proper accountability at registers
- Process merchandise returns and exchanges courteously and under company guidelines
- Support all management, leads and sales team at all times

Company Name December 2014 to February 2015 Sandwich Artist

City, State

- Provided friendly customer service while doing multiple tasks in a busy and fast-paced environment
- Prepared prep and sandwiches
- Daily cleaning
- Exhibits a cheerful and helpful manner while greeting guests and preparing their orders.
- Demonstrates a complete understanding of menu items and explains them to guests accurately.
- Uses Point of Sale system/cash register to record the order and compute the amount of the bill.
- Collects payment from guests and makes change.
- Performs Cash-In Procedure- accounting for all forms of money, bread, etc., during the shift.
- Prepares food neatly, according to formula, and in a timely manner.
- Checks products in sandwich unit area and restocks items to ensure a sufficient supply throughout the shift.
- Understands and adheres to proper food handling, safety and sanitation standards during food preparation, service and clean up.
- Cleans and maintains all areas of the restaurant to promote a clean image.
- Understands and adheres to the 3-step method for cleaning.
- Understands and adheres to all quality standards, formulas and procedures as outlined in the SUBWAY Operations Manual.
- Maintains a professional appearance and grooming standards as outlined in the SUBWAY Operations Manual.
- Performs light paperwork duties as assigned.
- Completes University of SUBWAY courses as directed

Company Name October 2013 to September 2014 Cashier/Sales Associate

City, State

- Folded, straightened, and sorted clothes in Juniors department
- Rung up customers and bagged purchases
- Smiles and Says Hi! Greets all customers and Associates encountered with a smile and encourages others to smile and say hi.
- Assists customers in a friendly, courteous manner.
- Adheres to the "Yes We Can" policy and efficiently resolves customer's questions and requests.
- Supports fellow Associates through Yes We Can actions and behaviors.
- Promptly responds to call box/phone pages. Consistently uses the 5 step GREAT program while interacting with customers: Greets Customer, Requests Credit, Explains Email, Asks to complete the Survey and Thanks the Customer.

- Solicits, opens and activates Kohl's Charge applications in accordance with Company standards.
- Solicits e-mail addresses from customers.
- Responds appropriately to POS backup calls and Service Desk calls.
- Assists at POS and Customer Service as needed and complies with the Company's "in-a-line" standard.
- Properly holds merchandise for customers when needed, including returning merchandise not picked up to the sales floor.
- Processes rainchecks within Company standards.

Company Name October 2012 to September 2014 Sandwich Artist
City , State

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- Daily cleaning
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- Uses Point of Sale system/cash register to record the order and compute the amount of the bill.
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Education

Arizona State University 2018 Bachelor of Arts : African American Studies City , State , United States 08/14-present Arizona State University

Skills
Customer Service, Retail Sales Associate, Cashier, MS Excel, Office, Powerpoint, Word