

## SALES

### Professional Summary

I want a challenging occupation where I can allow my innovations to expand with experience immensely.Â Motivated customer service specialist with over 5Â years of retail experience in a fast-paced, team-based environment. Expertise in delivering support services and resolving customer complaints. Friendly and hard working associate ready to give it all I have.

### Skills

- Trusted key holder
- Creative problem solver
- Exceptional communication skills
- MS Windows proficient
- Quick learner
- Strong client relations
- Proficient in cash management
- Strategic sales knowledge
- Cash flow management
- Multi-line phone talent
- Team player
- Reliable
- Goal-oriented
- Decisive
- Fluent in English
- Fluent in Spanish
- Calm under pressure
- Analytical thinker
- PowerPoint presentations
- Excellent interpersonal skills
- Natural leader
- Composed
- Crisis communication
- Superior verbal and written communication skills
- Flexible schedule
- Computer-savvy
- Organized

### Work History

Sales 08/2014 to Current

Company Name â€“ City

- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Scheduled weekly inventory pickups and deliveries with vendors.
- Set up and explained new membership contracts.

Overnight Cashier 02/2014 to 09/2014

Company Name â€“ City , State

- Maintained cleanliness and presentation of stock room and production floor.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Scored in top 10% of employees in successful resolution of issues
- Restocked inventory ever month and reviewed cash operation data to verify proper replenishment.
- Folded and arranged garments in attractive displays.
- Learned, referenced and applied product knowledge information.

Seasonal Overnight Stocking 10/2013 to 01/2014

Company Name â€“ City , State

- Loaded truck and properly secured items to prevent damage during transportation.
- Demonstrated use and care of merchandise.
- Helped customers with questions, problems and complaints in person and via telephone.
- Stocked shelves and supplies and organized displays.
- Organized store merchandise racks by size, style and color.
- Led merchandise selection, pricing, planning and marketing.
- Rotated manufacturer products as needed.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Loaded and unloaded merchandise using a ladder and pallet jack.
- Partnered with sales representatives and managers to coordinate delivery and merchandising schedule.

Customer Service Representative 06/2013 to 06/2014

Company Name â€“ City , State

- Answered an average of 200 Â calls per day by addressing customer inquiries, solving problems and providing new information.

- Earned management trust by serving as key holder, responsibly opening and closing theater.
- Politely assisted customers in person and via telephone.
- Assisted customers with food selection, inquiries and order customization requests.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Designed displays to make the theater experience interactive, engaging and reassuring.

#### Education

Associate of Arts : Current Miami Dade College - City , State

- 3.0 GPA
- Member of the Supernatural Movement Club
- Coursework in Accounting, Finance and Statistics

High School Diploma : 2013 Miami Senior High School - City , State

#### Accomplishments

- *Customer Service*
  - Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers.
  - Handled guest complaints, maintaining a positive dining experience for all rest.
  - *Monetary Transactions*  
Handled cash, check, credit and automatic debit card transactions with 100% accuracy.
  - *Telephone Service*  
Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.

#### Skills

Customer Service, Bilingual: Spanish & English, financial management, Marketing, Microsoft Word, presenting, Sales, Basic computer knowledge

#### Additional Information

- Customer Service Award from Life 4 Cars Inc.
- Employee of the month at Walgreen
- Employee of the month at AMC Theater 24