

# YOUR NAME

RETAIL SALES ASSOCIATE

🏠 Queens, NY 11418

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## PROFILE

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Retail Sales Associate with over 6 years of experience providing unsurpassed service and attention to customers. Receive high marks from both customers and stores for friendliness, attentiveness to customer needs, and sales performance. Fundamental skills in relationship building, persuasion, and active learning make it easy to adapt to new situations and markets.

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## PROFESSIONAL HIGHLIGHTS

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- Named a Top-Performing Associate by Big Buy for two years and counting. Award given to associates in top 10% of new sales performance.
  - Received Employee of the Month Award three times.
  - Noted as a "Friend to the Customer" in an online review from a satisfied customer.
  - Dependable - excellent attendance and on-time records.
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## AREAS OF EXPERTISE

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Customer Relations, Cash Transactions, Floor Sets, Point of Sale Systems, Plexis POS, TokenWorks, Inventory, Microsoft Office

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## RELEVANT EXPERIENCE

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### Head Sales Associate, Camera Department

Big Buy | New York, NY | Jun 2020 - Present

Oversaw sales in the camera department. Repeatedly met or exceeded monthly sales goals set by corporate offices.

- Became knowledgeable of product offerings and features to help customers make an informed purchase decision.
- Kept informed of corporate sales and pricing changes, updating product labels as needed.
- Participated in weekly floor sets to updated product inventory and promotional displays.
- Greeted customers and ascertain what each customer wants or needs.
- Placed special orders and called other stores to find desired items.
- Used point-of-sale system to process purchases, returns, and store pickup orders

### Sales Associate

Brooklyn Clothing Co. | Brooklyn, NY | Jun 2016 - Jan 2020

Worked sales floor for ladies' clothing boutique, along with two other associates and a general manager.

- Offered personalized recommendations to fit customers' styles and budgets. Often received positive feedback and repeat business.
  - Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
  - Provided friendly assistance with purchases, fitting rooms, and finding correct sizes.
  - Watched for and recognized security risks and thefts and handled these situations.
  - Maintained product displays, folded clothes, and restocked returned or unpurchased items.
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## EDUCATION

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### High School Diploma

New Montana High School | Queens, NY | May 2016