

**Ann Lee**  
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## Profile

Dedicated, creative and hardworking individual with experience in retail sales. Excellent communication and customer service skills, with the proven ability to help customers discover new products, find the items they require and enjoy a positive buying experience.

## Key Skills

- Active listening
- Bilingual: English and Mandarin
- Customer service skills
- Inventory management
- Organized
- Proficient with processing purchases at point of sale
- Stocking shelves and keeping sales floor orderly
- Team-oriented

## Education

### **Associate of Arts, Retail Management**

*Bay Community College, San Francisco, CA, September 2017 – June 2019*

Courses Completed:

- Display and Visual Merchandising
- Business Communication
- Retail Management
- Principles of Sales

## Professional Experience

### **Sales Assistant, Morris & Sons Fine Furniture, San Francisco, CA**

*July 2018 – Present*

- Establish positive rapport with customers to determine needs and sell high-quality furniture
- Use skills in upselling to regularly exceed sales targets
- Display merchandise to create a visually appealing sales floor that encourages customers to purchase accessories in addition to large furniture items

### **Waitress, Bucky's Bar & Grill, San Francisco, CA**

*April 2017 – June 2018*

- Maintained high customer service standards in high-volume, fast-paced environments
- Worked as part of team to ensure orders were delivered accurately and efficiently
- Used point of sale machines to process payments at tables and cash registers