

Natasha Donaldson

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PROFILE

Accomplished retail sales associate with 12 years of experience in selling clothing and fashion accessories. High level of customer service with skills in assisting customers to find items that suit their style and body shape, thus encouraging customer retention. Proficient in learning product lines quickly, processing payments and organizing a sales floor to be visually appealing.

PROFESSIONAL EXPERIENCE

Sales Associate

Luxury Fashions, Tampa, FL | July 2014 – Present

- Actively listen to customer and ask questions to accurately ascertain their needs and make recommendations accordingly
- Upsell fashion accessories to achieve an average of 10% higher purchase price with each transaction
- Achieved 120% or more of sales goals for twelve consecutive months

Sales Associate

Dolphin Swimwear, Tampa, FL | April 2010 – June 2014

- Recommended new merchandise display options, which led to 25% increase in sales after implementation
- Listened to customer complaints and negotiated solutions
- Demonstrated product knowledge and friendly service leading to an average score of 92% on customer satisfaction surveys

Retail Sales Assistant

Bert’s Menswear, Tampa, FL | January 2008 – March 2010

- Maintained order of shelves and products
- Accurately and efficiently operated point-of-sale systems
- Aided customers in finding the best clothing options

EDUCATION

Associate Degree in Visual Merchandising

Tampa Community College,
Tampa, FL
September 2017 – June 2019

KEY SKILLS

- Conflict resolution
- Product knowledge
- Retail software and point-of-sale skills
- Superior customer service
- Teamwork
- Time management
- Upselling
- Visual merchandising skills