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Profile

Motivated sales associate with 5+ years of experience in retail environments, working both at Bloomingdales and Yves Saint Laurent. Recognized for the ability to provide outstanding customer service, boosting sales and strengthening brand loyalty. Seeking to transfer my high energy and passion for the retail industry to a leading luxury retailer.

Professional Experience

Sales Associate II, Yves Saint Laurent, Chicago, IL

April 2018 – Present

- Provide exemplary customer service by portraying a gracious, friendly and engaging manner
- Anticipate and promptly respond to client needs, adhering to store service experience standards
- Maintained 98.5% customer service satisfaction score over 12 consecutive months
- Accurately and efficiently process all POS transactions
- Adhere to and apply visual directives, ensuring that store standards are executed daily
- Communicate the brand aesthetic, philosophy and lifestyle to clients

Store Associate, Bloomingdales, Chicago, IL

May 2014 – April 2016

- Achieved 100% of individual and store sales targets for two consecutive years by engaging proactively with customers and marketing new brands and product lines
- Maintained sales floor by arranging and organizing merchandise, stocking merchandise, and setting up displays per company standards and store policies
- Effectively handled all customer requests, ensuring professional and prompt customer service
- Operated point-of-sale systems, processing sales, refunds, exchanges, and distribution of returns to appropriate departments
- Opened store on 25% of shifts, including opening cash drawer and fulfilling a 20-point opening checklist.

Education

Associate of Arts in Business

City Colleges of Chicago, IL, August 2012 - May 2014

Key Skills

- Attention to detail
- Communication skills
- Customer service
- Merchandising
- POS systems
- Time management

Certifications

- Professional Program Certificate in Retail, Olivet Nazarene University, 2016