

**Kendra R. Reid**  
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## Profile

Enthusiastic retail worker with three years' experience in customer service, team building, stocking, merchandising design and inventory upkeep. Able to introduce and implement innovative customer service techniques resulting in increased customer loyalty and employee morale. Skilled in facilitating communication within and across departments.

## Key Skills

- Team leadership
- Customer service
- Retail POS software
- Process improvement

## Education

### **Bachelor of Science in Retailing**

*UNIVERSITY OF SOUTH CAROLINA (ONLINE) Anticipated graduation 2021*

Emphasis in Retail Management

Courses completed to date include:

- Marketing Basics
- Introduction to Sales
- Merchandising
- Workplace Leadership
- Communications
- Loss prevention

### **High School Diploma**

*SOCASTEE HIGH SCHOOL Myrtle Beach, SC, 2017*

## Professional Experience

### **Senior Sales Associate, Belk Department Store, Myrtle Beach, SC**

*July 2017 – Present*

- Assist customers with finding and purchasing items
- Organize items for displays, racks, and shelves
- Train new hires on POS system operation and customer service strategies
- Received praise from managers and high Google reviews for outstanding customer service
- Encouraged 200 customers to sign up for the store credit card in 2019, setting a store record
- Promoted from entry-level Sales Associate within six months of hire, accepting increasing levels of responsibility

### **Intern, Macy's Store Management Internship Program, Miami, FL**

*Summer 2019*

- Completed project and presentation covering new ideas for growing the business
- Shadowed management in multiple departments
- Interacted with store manager and regional teams