

Jamaal Morton

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Motivated business administration post-graduate with extensive professional experience in retail roles. Excels in high-pressure environments and enjoys the challenge of meeting ambitious targets. Friendly and attentive customer service style with a talent for building rapport with customers and representing brands professionally.

Key Skills

- Outgoing and engaging presentation style
- Self-motivated and driven
- Strong team player
- Excellent knowledge of selling techniques
- Clear communicator in English and Spanish
- Skilled at prioritizing and multitasking

Professional Experience

Retail Associate

Ross Stores, Birmingham, AL | January 2018 - Present

- Assist customers efficiently and courteously and respond to queries and complaints
- Process payments, refunds, and returns using the point of sale system and keep accurate financial records
- Present a wide product range knowledgeably and use expertise to suggest suitable options for each customer's needs
- Closely follow store procedures and work efficiently to achieve personal productivity targets

Store Associate

Aldi, Birmingham, AL | September 2016 - January 2018

- Greeted customers warmly and created a professional impression of the brand
- Listened to customers' requirements and helped them find and choose products
- Worked closely with teammates to achieve sales targets, minimize losses, and maintain a tidy and attractive store environment

Education

Bachelor of Science in Marketing Management

Collat School Of Business, University Of Alabama, Birmingham, Al, September 2014- June 2018

Master of Business Administration

Collat School Of Business, University Of Alabama, Birmingham, Al, September 2018 - June 2020

Coursework completed:

- Strategic Management
- Marketing Strategy
- Sales Management
- Data Science for Business