



Lana Olsen

Driven and ambitious sales associate with 5+ years of retail experience and an academic background in business administration. Thrives working towards challenging sales targets in fast-paced environments and trusted to step into a management role to cover staff absence. Reliable, professional, and passionate about delivering outstanding service for every customer.

Professional Experience

Sales Associate

Foot Locker, San Francisco, CA July 2017 - Present

- Work collaboratively with other team members to meet 100% and exceed 43% of group sales targets in 2019 and 2020
- Assist the management team in training four new hires to improve their knowledge of sales techniques and the company's product range
- Create quick rapport with customers and assess their needs to help them pick the best product for their requirements, receiving a 99.5% satisfaction rating last year
- Participate in stock-taking activities and reorder items when required

Sales Associate

Mattress Firm, San Francisco, CA March 2016 - July 2017

- Used ICT skills to order products for customers and facilitate deliveries and returns
- Answered customers' questions face-to-face, over the telephone, and via email and explained features and benefits of a wide product range
- Maintained a tidy and appealing store environment and reported potential hazards to the management team
- Processed payments and returns using the till system following the company's cash handling protocols

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Education

Associate of Science in Business Administration
University Of San Francisco, San Francisco, Ca
September 2018 - June 2020

Coursework Completed:

- Management and Organizational Dynamics
- Principles of Finance
- Business Statistics

Key Skills

- Mentorship and training
- Customer service
- Cash handling
- Assertive and motivational leadership
- Workplace health and safety