

Jerry Mander

125 Henderson Rd, Philadelphia, PA 19019 n.arnold@mail.com (215) 849-0398

Sales professional with entry-level work experience, specializing in customer service, relationship building, retail sales, and client relations. Adept at collaborating with diverse teams to enhance customer experience and drive sales revenue.

Education

Bachelor of Science in Marketing

St. Joe's University Philadelphia, PA,
September 2017 – May 2021

Key Skills

- Upselling
- Customer Service
- Relationship Building
- Retail Sales

Professional Experience

Sales Associate

Clothing Outlet Inc., Philadelphia, PA | January 2018 – Present

- Provide sales support and fashion advice to customers
- Generate monthly sales revenue ranging from \$10K to \$15K by collaborating with customers to identify optimal products
- Coordinate with senior leaders and diverse teams to manage merchandising initiatives for the store
- Exceed weekly customer satisfaction KPIs by delivering outstanding service and evaluating client needs

Sales Associate

Kohl's Clothing Store, Philadelphia, PA | January 2019 – January 2020

- Delivered exceptional customer service, processed transactions utilizing the company POS system, and sold customers internal store credit cards to drive business
- Achieved the highest monthly sales volume across a 100-person sales center for two months in 2019
- Utilized a personalized sales approach for all customer interactions to develop rapport with clientele
- Sized customers for suits and business attire