

CAMERON MALFARA

A Retail Customer Service Representative with four years of experience, specializing in customer support, client relations, sales management, and communication. A strong history of interfacing with a broad range of customers to identify appropriate solutions and ensure satisfaction.

123 Bedford Avenue,
New York, NY, 12345
cameronmalfara@example.com
(123) 456-7890

PROFESSIONAL EXPERIENCE

RETAIL CUSTOMER SERVICE ASSOCIATE

BestBuy, New York, NY
October 2019 – Present

- Provide support to 25-35 customers per day, educate customers on electronics, payment plans, and rewards programs, and exceed monthly sales goals by 30%-40%
- Identify solutions to customer issues, including defective products, refunds, store credit, and achieve customer satisfaction ratings of 91%-94% YOY
- Coordinate with a team of 20+ retail sales and customer service associates to reduce customer wait times, identify appropriate solutions, and enhance daily operations

RETAIL CUSTOMER SERVICE ASSOCIATE

Target, New York, NY
June 2018 – October 2019

- Responded to phone calls and in-store inquiries from retail customers, guided shoppers in locating products and merchandise, and communicated with empathy and understanding
- Communicated with other local stores and departments to aid customers, resulting in a 91% customer service ranking over 12 consecutive months

EDUCATION

High School Diploma
Central Park East High School,
New York, NY
September 2014 - June 2018

KEY SKILLS

- Retail Customer Service
- Communication
- Sales
- Upselling
- Process Improvement