

Sarah Johnson

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A Retail Customer Service Representative with five years of experience, specializing in leadership, communication, cross-functional collaboration, and customer support. Adept at interfacing with a broad range of customers and identifying ideal product solutions.

Education

High School Diploma

Belmont High School, Boston, MA
September 2013 - June 2017

Key Skills

- Retail Customer Service
- Customer Support
- Product Education
- Team Leadership
- Client Relations

Professional Experience

Lead Retail Customer Service Associate

Tiffany's, Boston, MA | October 2018 – Present

- Deliver education on jewelry products, materials, and pricing to clients for a high-end retail jewelry brand, recommend jewelry according to customer needs, provide outstanding customer service, and generate over \$80K in annual sales
- Utilize product knowledge to guide customers in making informed purchasing decisions with an emphasis on integrity, resulting in a 95% customer satisfaction rating
- Provide training to new hires on SOPs, customer service best practices, and products

Retail Customer Service Associate

Sephora, Boston, MA | June 2017 – October 2018

- Supported in-store customers in identifying, locating, and purchasing high-end makeup products according to individual needs and exceeded monthly sales goals by up to 50%
- Fielded phone inquiries from prospective customers, resolved issues with products and merchandise, and maintained customer service scores of 92% month over month