

# Professional Experience

## Retail Sales Associate

Dimeo's Furniture Emporium, Philadelphia, PA | October 2022 – Present

- Achieve 120%-135% of annual sales quota YOY and establish positive rapport with customers to recommend high-end furniture products based on needs
- Educate customers on store promotions and loyalty programs, exceed targets for new enrollments by up to 80%, and achieve a 92% customer satisfaction rating
- Maintain the sales floor and visual merchandising displays and coordinate with receiving teams to ensure optimal inventory levels

## Retail Sales Associate

Kohl's Department Store, Philadelphia, PA | June 2021 – October 2022

- Processed sales transactions for a variety of clothing, furniture, and jewelry products and exceeded goals for Kohl's credit card sign-ups by over 50%
- Communicated effectively with a wide range of customers, identified solutions to product issues and pricing errors, and achieved a 95% customer satisfaction score

# Education

## Bachelor of Science (B.S.) Marketing

Temple University, Philadelphia, PA | September 2017 – June 2021

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A Retail Sales Associate with three years of experience specializing in customer service, communication, inventory management, and client relations. Adept at supporting customers in discovering new products and identifying upsell opportunities.

# Key Skills

- Customer Service
- Retail Sales
- Inventory Management
- Client Relations
- Communication