



# Sarah Johnson

A Retail Sales Professional with six years of experience specializing in customer service, retail sales, and upselling techniques. A proven track record of interfacing with diverse customers to provide ideal product recommendations and exceed sales quotas.

Miami, FL 12345  
sarahjohnson@example.com  
(123) 456-7890  
[LinkedIn](#) | [Portfolio](#)

## Professional Experience

### Retail Sales Associate

Luxury Fashions, Miami, FL October 2020 – Present

- Provide support to customers, field inquiries to identify ideal fashion products, and provide recommendations based on customer needs
- Educate clients on luxury clothing products and accessories, identify solutions to customer issues, and contributed to a 94% customer satisfaction rating for the store
- Upsell fashion accessories and achieve 120%-130% of sales goals YOY

### Retail Sales Associate

Dolphin Swimwear, Miami, FL June 2019 – October 2020

- Recommended new visual merchandising displays to grow awareness of new products and promotions, which contributed to a 40% increase in monthly sales
- Demonstrated product knowledge and provided quality customer service, resulting in an average score of 92% on customer satisfaction surveys

## Education

Associate of Science (A.S.) Visual Merchandising

University of Florida, Gainesville, FL  
September 2015 – June 2019

## Key Skills

- Retail Sales
- Conflict Resolution
- Upselling
- Customer Service
- Visual Merchandising