



Cameron Malfara

Retail Customer Service Representative with nearly five years of experience. Dedicated to finding creative, practical product solutions for customers based on a close understanding of their needs and priorities. Naturally curious and committed to gaining and applying new work skills.

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Professional Experience

Retail Customer Service Associate

Best Buy, New York, NY | October 2019 to Present

- Member of a 20+ person, high-performing retail sales and customer service team
- Assist and educate 25+ customers per day on store's products, payment plans, and rewards programs
- Efficiently process product refunds, replacements, or store credit as needed

Highlights:

- Consistently surpassed monthly sales goal by more than 30%
- Achieved and maintained a 94% customer satisfaction rating
- Helped streamline five daily procedures, reducing average customer wait times by 12% in 2021

Retail Customer Service Associate

Target, New York, NY | June 2018 to October 2019

- Addressed and resolved various customer inquiries by phone and in person
- Directed shoppers to their desired products and merchandise
- Coordinated with other store departments and locations as needed

Highlights:

- Earned a 93%+ service score for 12 consecutive months

Education

Graduate

Central Park East High School,
New York, NY | 2018

Key Skills

- Active Listening Methods
- Consultative Sales Strategies
- Customer Support & Satisfaction
- Process Improvement
- Product Upselling
- Retail Customer Service
- Sales Management

Technical Skills

- Microsoft Office Suite | Multi-Line Phone Systems | Point-of-Sale (POS) Systems