

## Professional Experience

### Sales Assistant

Morris & Sons Fine Furniture, San Francisco, CA | March 2020 to Present

- Build rapport with customers to clarify their needs and show them high-quality furniture options
- Consistently generated 100%+ of sales goals by building and applying expert product knowledge
- Ranked #3 on a 15-person team for customer satisfaction, with 94%+ rating on post-sale surveys
- Revamped merchandise display to create a more appealing sales floor that motivates customers to buy accessories in addition to large furniture items

### Waitress

Bucky's Bar & Grill, San Francisco, CA | February 2017 to February 2020

- Maintained high service standards in a dynamic and fast-paced work environment
- Gained strong foundation in effective customer relations and product upselling

## Education

### Associate of Arts Retail Management

Bay Community College, San Francisco, CA | 2019

Select Coursework:

- Business Communication
- Display & Visual Merchandising
- Principles of Sales
- Retail Management

# Ann Lee

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Retail Sales Associate with 3+ years of experience in the fine furniture industry. Natural collaborator who builds productive relationships with diverse team members.

## Key Skills

- Consultative Sales Strategies
- Cross-Functional Coordination
- Customer Service
- Inventory Management
- Process Streamlining
- Product Upselling
- Retail Sales Operations
- Revenue & Profit Growth
- Team Collaboration