

SALES ASSOCIATE

Summary

Customer service oriented associate with over two years' worth of experience working with the public, and over 1 year's worth of money-handling experience. Core competencies include customer rapport, ability to maintain a positive attitude, and subtle persuasiveness by relating to the customer. Passionate and self motivated, with a drive to achieve excellence inside as well as outside of the workplace.

Highlights

- Exceptional customer service
- Sales expertise
- Excellent communication skills
- Customer rapport development
- Basic Microsoft Office skills
- Thrive in fast-paced environment

Experience

03/2016 to Current

Sales Associate Company Name i¼ City , State

- Received and processed cash and credit payments for purchases as well as payments to Dillard's credit card.
- Opened lines of credit.
- Opened and closed the counter, including counting cash, opening and closing cash registers and creating staff assignments.
- Worked as a team member to provide the highest level of service to customers.
- Made courtesy calls to existing customers for upcoming event information and debuting new merchandise.

11/2015 to 02/2016

Receptionist Company Name i¼ City , State

- Conduct outgoing phone calls to collect members' billing information and process payments.
- Operate Microsoft Lync to answer, screen, and forward calls, providing information, taking messages, and scheduling appointments.
- Resolve customer complaints or redirect them to appropriate management.

02/2015 to 11/2015

Service Representative Company Name i¼ City , State

- Compile information about new accounts, enter account information into computers, and file related forms or other documents.
- Handle inbound calls; resolve membership issues; answer customer inquiries; redirect phone calls to appropriate associates.
- Understand and implement company policies as well as explain policies to customers in a straight forward and professional manner.
- Operate register and process cash/credit transactions; opened and closed out registers.
- Collect referrals and inform members of membership promotions for discounts and deals.

Skills

Excellence and experience in customer service, eager and fast learner, honest, advanced problem-solving, exceptional organizational skills

Education

Associate of Arts : General Business Mesa Community College i¼ City , State General Business Currently attending.

2014

High School Diploma James Madison Preparatory School i¼ City , State