

SALES CLERK

Summary

Conscientious, enthusiastic and outgoing Retail Sales Associate with more than 2 years in the retail industry. Areas of expertise include sales, building positive customer relations with new and existing customers, and inventory management. Reliable team player and strong communicator.

Experience

Company Name City , State Sales Clerk 10/2013 to Current

- Operated a cash register for cash, check, and credit card transactions with 99 % accuracy.
- Stocked and replenished merchandise according to store merchandising layouts.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Cleaned and organized the store, including the checkout desk and displays.
- Alerted customers to upcoming sales events and promotions.
- Identified potential shoplifters and alerted management.
- Trained 2 new sales associates.
- Completed point of sale opening and closing procedures, including counting the contents of the cash register.
- Opened and closed the store.
- Handled customer relations issues in a gracious manner and in accordance with company policies.
- Welcomed customers into the store and helped them locate items.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Used time efficiently when not serving customers.
- Resolved customer complaints in a professional manner while prioritizing customer satisfaction.
- Verified that customers received receipts for their purchases.
- Designed and presented visually appealing displays.
- Mentored new sales associates to contribute to the store's positive culture.
- Cultivated a customer-focused shopping environment by greeting and responding to customers in a friendly manner.
- Actively pursued personal learning and development opportunities related to running a small business.
- Communicated clear expectations and goals to each team member.
- Assisted owner by strategically scheduling team members to maintain optimal staffing levels at all times.
- Supervised and directed merchandise and shipment processing.
- Interacted and communicated with vendors and suppliers to resolve inventory, shipping, and product issues and concerns.
- Answered customer telephone calls promptly and in an appropriate manner.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Preserved a perfect attendance record for 18 months.

Company Name City , State Service Deli Clerk 08/2011 to 04/2014

- Operated a cash register for cash and credit card transactions with 99 % accuracy.
- Stocked and replenished deli items and supplies according to store merchandising layouts.
- Cleaned and organized the deli department and equipment according to health department regulations and store policy and procedures.
- Alerted customers to current sales and promotions.
- Completed all point of sale opening and closing procedures.
- Welcomed customers into the store and helped them locate items.
- Used time efficiently when not serving customers.
- Fostered a positive work environment by consistently treating all team members and customers with respect and consideration.
- Cultivated a customer-focused shopping environment by cheerfully greeting and responding to all customers in a friendly manner.
- Determined customer needs by asking relevant questions and listening actively to the responses.

Company Name City , State Bus Person 02/2011 to 06/2011

- Cleared, stocked, and replenished dining room table settings according to restaurant policy.
- Cleaned and organized the dining room to make it attractive and appealing to dining patrons.
- Completed opening and closing procedures as directed by owner.
- Cheerfully greeted patrons in the restaurant.
- Used time efficiently when not clearing tables.
- Fostered a positive work environment by working together with other team members and servers with respect and consideration.

Company Name City , State Concession Cashier 05/2010 to 08/2011

- Operated a cash register for cash and credit card transactions with 95 % accuracy.
- Stocked and replenished merchandise and food items in concession stands according to store company standards.
- Cleaned and organized the concession stand including counters and food service equipment in accordance with health department regulations.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Cheerfully greeted customers and helped them with their orders.
- Used time efficiently when not serving customers.
- Fostered a positive work environment by working together with other team members with respect and consideration.

- Determined customer needs by asking relevant questions and listening actively to the responses.

Education

High School Diploma : General Education 2011 National University Academy , City , State General Education

Riverside City College , City , State

Skills

cash register, cash register, closing, Computer literate, credit, customer relations, customer satisfaction, customer service, Dependable, inventory, listening, Merchandising, Natural, policies, POS, problem solver, Retail sales, sales, scheduling, servers, shipping, staffing, store merchandising, tables, team player, telephone, verbal communication skills, Excellent written