

SALES ASSOCIATE

Professional Summary

Dedicated to motivated to maintain customer satisfaction and contribute to company success. Skilled and committed to addressing customer concerns with speed, accuracy and professionalism. Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Core Qualifications

- SAP
- Active Listening Skills
- Certified Forklift Operator
- Quick Learner
- Strategic thinker*

Experience

10/2016 to Current

Sales Associate Company Name 1/4 City , State

- Received and processed cash and credit payments for in-store purchases. Placed special merchandise orders for customers.
- Shared product knowledge with customers while making personal recommendations.
- Worked as a team member to provide the highest level of service to customers.
- Maintained friendly and professional customer interactions.
- Helped customers apply for the store credit card
- Met incoming customers and provided immediate assistance.
- Completed purchases with cash, credit and debit payment methods.
- Answered incoming telephone calls with professional and knowledgeable responses.

â€‹

03/2015 to 10/2016

Warehouse Company Name 1/4 City , State

- Ambassador- help train new hires on how to stow items by Amazon standards Stower - Put items on the shelves that need to be put up to be sold to customers or sent to other fulfillment center.
- Picker - Pick items from the shelves to be shipped to customers.
- Receive- take items from the boxes that they are delivered in and place them in totes to be stowed on the shelves IOL - Inventory in Odd Locations - I hunt for items that has been stowed wrong, or brought in wrong or needs to be put up by stowers.
- Destroy- Trained to log in and destroy items that have expired or broken that is not returned to the customer.
- Also how to do donations to be given to local organizations that are in need.

10/2014 to 03/2015

Warehouse Company Name 1/4 City , State

- Worked for a temporary agency inside of Amazon LLC.
- Stower - Put items on the shelves that need to be put up to be sold to customers or sent to other fulfillment centers.
- I was also a coach for the temporary agency for 3 month where I coached new hires during peak season (Thanksgiving and Christmas Holidays).
- I also give back feedback for quality and productivity and also watch Stowers work to see how they were doing what they could do better, how they were trained and if they had any barriers or problems that they were running into as they were working and then report it back to the supervisor.

08/2014 to 09/2014

Customer Service Company Name 1/4 City , State

- Call center for Bank Of America Provided accurate and appropriate information in response to customer inquiries.
- Addressed customer service inquiries in a timely and accurate fashion.
- Deposit section, answer calls for customer calls concerning their banks accounts.
- Making transfers, balance inquires, travel flags, and other inquires that the customer has.

09/2013 to 08/2014

Courier Company Name 1/4 City , State

- Pick up and deliver parts state wide for trucks and heavy machinery.

08/2012 to 08/2013

Barn Assistant Company Name 1/4 City , State

- I worked with the foals until they were two years old: keeping them social, teaching manners, how to lead, stand, be brushed, clipped and helped them adjust to standing for farrier and vet care.
- There are many things that show horses must learn to accept, as they begin their show careers.

- I prepared the horses, grooming and braiding for horse shows.
- I also transported horses to the vet, other barns and show grounds.

04/2011 to 07/2012

Cashier Company Name i¼ City , State

- Took phone orders and shipped out products to customers.
- Assessed customer needs and responded to questions.
- Cleaned and straightened work area.
- Operated cash register with proficiency.
- Provided professional and courteous service at all times.
- Greeted customers promptly and responded to questions.
- Counted and balanced cashier drawers.

04/2008 to 06/2008

Cycle Counter Company Name i¼ City , State

- Used SAP to preformed cycle counting for inventory control.
- I fixed any discrepancies that I found during daily counts in the SAP system.

03/2008 to 04/2011

Assistant Trainer Company Name i¼ City , State

- I helped train and care for AQHA horses for show and sale.
- I showed horses for the clients in Florida, Georgia, North and South Carolina at AQHA shows.
- I transported horses to vet, show grounds and other barns.
- I lived on the premises, and was responsible for checking on the horses day and night.

10/2000 to 12/2007

Procurement Associate Company Name i¼ City , State

- Equipment operator working compaction presses and conveyor furnaces.
- Set up new process under the supervision of plant manager.
- Shipping and receiving: Shipping clerk: Pulling inventory, packing and shipping product to customers per sales orders.
- Receiving clerk: Received shipments from other divisions, check packing lists, entered into SAP and placed in inventory.
- Logistic and Procurement: Used SAP software to issue purchase orders for manufacturing supplies.
- Issued manufacturing work orders, coordinating with sales department.
- Placed orders for product to be bought from different divisions within the corporation to be inventoried or used in manufacturing.

04/1998 to 10/2000

Kennel Worker Company Name i¼ City , State

- Conducted physical exams and other routine health care procedures.
- Managed shelter for animals and arranging for adoption or euthanasia of confiscated animals.
- Adhered to high standards of safety, cleanliness and professionalism.
- Assisted veterinarians in examining animals.
- Restrained animals during veterinary procedures.
- I worked for two years as a kennel worker and other odd jobs.
- Evaluated animals brought in by the control officers and public.

Education

1998

High School Diploma Lugoff Elgin High School i¼ City , State

Skills

agency, balance, Call center, cash register, cashier, coach, clients, customer service, cycle counting, Equipment operator, fashion, Forklift Operator, Inventory, Inventory control, Listening, machinery, Strong organizational skills, peak, Pick, Procurement, quality, Quick Learner, Receiving, safety, sales, SAP, Shipping, Strategic, supervisor, supervision, teaching, phone