

## SALES ASSOCIATE/MERCHANDISER

### Experience

Sales Associate/Merchandiser Jul 2014 to Current

Company Name

- Investigate and resolved customer inquiries and complaints in a timely and empathetic manner.
- Run markdown reports, manage store replenishment and analyze buying reports.
- Contact customers to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
- Operate POS system to itemize, open credit accounts and complete an average of 50 customer purchases.
- Write sales slips and sales contracts.
- Plan and coordinate the availability of products for advertising and promotion purposes.
- Answer an average of 20 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Describe product to customers and accurately explain details and care of merchandise.
- Confer with store managers to obtain information about customer needs and preferences.
- Monitor and analyze sales records and consumer purchasing trends.
- Anticipate consumer buying patterns to create a purchase and inventory plan.
- Set and recommend mark-up rates, mark-down rates and selling prices for merchandise.
- Complete stock orders and manage inventory levels.
- Organize and track departmental receipt flow for new and reorder merchandise.
- Partner with sales representatives and managers to coordinate delivery and merchandising schedule.
- Educate employees on new merchandise during seasonal workshops.

Group Sales Associate Oct 2003 to Jan 2008

Company Name

- Provided outstanding customer service to existing and potential patrons in order to maximize group ticket sales.
- Developed new clients by focusing on assigned target markets, with the resulting goal of significant increased gross sales.
- Produced target market sales analysis reports to track sales trends from year to year.
- Provided proactive customer service to donors and patrons interacting via phone, email or in person to assist in matters related to ticketing, upcoming events, and membership benefits.
- Assisted with organization of prospect lists and coordinating other materials pertinent to planning solicitations, cultivation events, and other activities.
- Concluded advanced bookings with the box office by preparing all details of group contracts through the Tessitura ticketing system.
- Followed up with patrons to ensure timely payment and that the client receives tickets and materials needed for their performance.
- Actively pursued client stewardship opportunities such as hosting clients for dinners, performances, and other relationship building initiatives.
- Worked with management and various departments to address specific customer service requests as needed such as; accessibility accommodations, transportation needs, dining, receptions, and tours.

Office Assistant Sep 1998 to Oct 2003

Company Name

- Managed all day- to -day administrative responsibilities which included; reporting and documentation, record keeping, maintaining of files, correspondence, internal/external communications.
- Planned and developed the conference program, agendas, schedules, sessions, handouts and other collateral materials.
- Promoted and marketed the conference, created and disseminated brochures, articles, and email blast.
- Handled administrative details such as registration, payments, and travel/transportation.
- Responded to inquiries and ensuring clear communication with speakers, conference attendees, and other staff.

### Education

Bookkeeping 2018 Stratford Career Institute 1/4 City , State , Canada The Training Source, Inc.

### Summary

CLIENT RELATIONS | OFFICE OPERATIONS | Performance-driven administrative professional; with over 10 successful years facilitating support services and managing fast-paced office operations. I have Strong organizational and communication skills. Advanced understanding of customer needs with diligent attention to detail, resulting in superior customer service and high levels of client satisfaction.

### Highlights

- People-oriented Filing and data archiving
- Creative problem solver Payment processing
- Quick learner MS Windows proficient
- Exceptional communication skills Account reconciliation
- 50 WPM typing speed Proofreading

### Skills

Account reconciliation, administrative, advertising, benefits, brochures, communication skills, contracts, Creative problem solver, credit, client, clients, customer service, delivery, documentation, email, Filing, inventory, manage inventory levels, mark, market sales, materials, merchandising, Office, MS Windows, Office Automation, Payment processing, policies, POS, promotion, Proofreading, purchasing, Quick learner, record

keeping, relationship building, reporting, selling, sales, phone, transportation, typing speed, 50 WPM, workshops, articles