**FUNCTIONAL RESUME**

**RESUME SUMMARY**

Proven track record of boosting month-to-month sales figures by +10%

Strong customer service skills: Predict, evaluate, and meet the specific needs of customers

Interpersonal skills: Expert at getting product from the backroom to the floor in a cost-effective and timely manner

Awarded “Employee of the Month” for consistently receiving positive customer feedback

**RELEVANT SKILLS**

**Customer service**

Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment

Enhance the customer experience by providing quality assistance and in-depth product knowledge

Educate customers on up-and-coming brands and the latest fashion trends

**SALES**

Exceeded sales goals an average of 10% for 5 straight months

Upsell customers through the recommendation of products that meet their specific needs

Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price

**Merchandising**

Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process

Develop and create unique displays that attract customers to a desired product

Team worker who is able to adapt in highly dynamic and changing situations in the office

**WORK HISTORY**

Ulta, Manhattan, NY

(2016–2017)

**Sales Clerk**

GAP, Albany, NY

(2014–2015)

**Sales Representative**

The North Face, Albany, NY

(2012)

**Retail Clerk**

**EDUCATION**

**Associates Degree/Fine Arts**

Nassau Community College, Garden City, NY