

# RESUME #378

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## OBJECTIVE

Highly motivated, well-organized, and dedicated professional to secure a position with your company or organization as a **Manager, Supervisor, other key role in Sales, Merchandising, Customer Service, or as applicable**, utilizing my strong work ethic, skills, training, expertise, and experience

## SUMMARY OF QUALIFICATIONS

- Approximately 1 year of experience in a minor managerial role in the retail industry with proficiency in some aspects of workforce development including training, mentoring, delegating assignments, monitoring all work activities for quality, expediency, and proper employee/customer interactions, conducting unofficial performance assessments, and consulting with upper management for employee status/progress reports
- Over 5 1/2 years' experience in sales and providing uncompromising highest standards of customer service in retail, grocery store, and healthcare settings, assisting both internal and external customers with their product/service requirements, offering intelligent solutions customized to individual needs, securing agreements, collecting payments/rents, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse, multicultural customer population, building strong, long-lasting professional relationships, encouraging trust and confidence, as well as frequent and future transactions
- Operates multi-line phone systems, answering calls, routing callers to appropriate personnel, placing callers on hold, and/or taking messages
- Multi-tasks effectively, learns new systems quickly, and completes all assignments and projects on or ahead of critical deadlines
- Strong communications, assertive negotiating, analytical, detail-oriented, and problem-solving skills
- Experienced using computers, Windows, Internet research, and email
- Works well independently or collaboratively in team environments

## PROFESSIONAL EXPERIENCE

08/18 - Pres. **Sales Associate**

GAP Factory, Fashion Outlets, Niagara Falls, NY

- Periodically opens the store in accompaniment with another associate, ensuring that the store is ready, operationally and presentationally, for customers
- Assists customers with their purchases of clothing and accessories, locating hard-to-find items, and including placing orders through the online web portal for merchandise not found in the physical store location
- Suggests mix-and-match options for customers, especially for clothing, accessories, and shoes
- Resolves customer issues promptly or refers issues of a more complex nature to management
- Cash is-out customers' selections using credit card readers and cash registers, maintaining balanced drawers
- Performs inventory management utilizing handheld barcode scanners and uploads item information into the proprietary computer database
- Assists with the construction of planograms per corporate specifications, including shelving and end-caps, placing merchandise on shelves and racks utilizing various proven visual merchandising concepts and symbols to develop maximum customer appeal
- Trains new associates per supervisor requests, cross-training individuals to ensure proficiencies for multiple positions/responsibilities in the store, and consults with upper management regarding employee status/progress reports
- Consistently meets and/or exceeds all corporate and customer expectations

03/18 – 08/18 **Audit Specialist / Cashier**

Tops Friendly Markets, Niagara Falls, NY

- Audited 4 cashiers' drawers to balance cash (including Canadian currency), credit card receipts, and checks, in preparation for next-day bank deposits via armored car services, up to \$6K, predominantly credit card receipts
- Prepared cash drawers for next-day business
- As a cashier, assisted customers with cashing-out their grocery selections, and directing them to locate hard-to-find items, if needed

***Audit Specialist / Cashier (cont.)***

- Operated credit card machines and cash registers, maintaining balanced drawers
- Promoted to the Audit Specialist position within 1 ½ months as a Cashier, based upon strong work ethic, cash handling accuracy, leadership, expertise, and other performance metrics

11/15 - 01/19

***Customer Service Layaway / Cashier***

Kmart, Niagara Falls, NY

- Prepared customers' layaway purchases, placing merchandise in a secure, designated room, receiving periodic payments, crediting the account, and more
- Stocked shelves and display cases, as well as rotating products, implementing visual merchandising techniques to enhance customer appeal, and increase sales revenues
- Cashed-out customers' orders using credit card readers and cash registers
- Promoted to the Customer Service Layaway position within 6 months as a Sales Associate/Cashier, based upon strong work ethic, customer relationship building, leadership, being highly organized, and other performance metrics

05/15 - 10/16

***PCA***

Venture Forthe, Niagara Falls, NY

- Provided personal daily care to private in-home patients, predominantly geriatric, experiencing a wide variety of ailments/conditions
- Provided assistance for activities of daily living, including bathing, feeding, dressing, bathroom assistance, exercise/activities, prompting individuals to take medications on time, etc.
- Maintained all aspects of patients' sanitary conditions
- Performed a range of other duties as needed, including light housekeeping, cooking meals, and accompanying patient to medical and other important appointments

**EDUCATION**

***Diploma, 2011***

Niagara Falls High School, Niagara Falls, NY