

CINDY TIGNOR



SALES ASSOCIATE

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Experienced retail professional with a demonstrated history of exceeding sales targets and delivering exceptional customer service. Proven ability to understand client needs and recommend appropriate products, contributing to high customer satisfaction. Passionate about cultivating lasting client relationships and dedicated to continuously enhancing the shopping experience through personalized service and expert product knowledge.

EXPERIENCE

April 2021 - Now

Costline Retail / Norfolk, VA

Sales Associate

- Provide exceptional customer support by understanding client needs and recommending suitable products, resulting in high customer satisfaction.
- Contribute to visual merchandising and ensure optimal store presentation and organization.
- Train new team members on company policies and procedures.
- Achieve a consistent 20% above-target performance in monthly sales goals.

May 2018 - March 2021

Bayview Company / Norfolk, VA

Customer Service Representative

- Managed customer inquiries, complaints, and returns via phone, achieving a 95% issue resolution rate.
- Collaborated cross-functionally with departments to enhance customer experience.
- Maintained detailed customer interaction records in the company database.

EDUCATION

2019 - 2021

Centura College / Norfolk, VA

Associate's Degree in Management

Relevant Courses: Sales Management, Consumer Behavior, Marketing Research

SKILLS

Customer Service

Expert

Sales Techniques

Expert

Time Management

Expert

Product Knowledge

Expert

CERTIFICATES

Certified Sales Professional

National Association of Sales Professionals, Renewed in 2023