

# Emily Carter

Sales Associate

## CONTACT

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United States, Los Angeles, CA

## EDUCATION

2019 - 2023

### Bachelor of Arts in Communications

University of Southern California,  
United States, Los Angeles, CA

### Customer Service & Sales Certification

NRF Foundation, Completed: August 2023

### Conflict Resolution and Communication Skills

LinkedIn Learning, Completed: March 2023

## PROFESSIONAL SUMMARY

Enthusiastic and customer-oriented individual seeking an entry-level position in retail customer service. Committed to providing exceptional service and enhancing the customer experience through effective communication and problem-solving skills.

## EXPERIENCE

**Sales Associate** 2022 - Now

SuperMart, United States, Los Angeles, CA

- Greet customers, assist with product inquiries, and provide personalized recommendations.
- Maintain a clean and organized sales floor while ensuring merchandise is well-stocked.
- Process transactions accurately and efficiently, handling cash and credit payments.
- Collaborate with team members to achieve store sales goals and improve customer satisfaction.

**Customer Service Intern** 2022 - 2022

Community Service Organization, United States, Los Angeles, CA

- Assisted in managing customer inquiries via phone and email, providing timely and helpful responses.
- Developed customer feedback surveys to gather insights for improving service delivery.
- Shadowed experienced staff to learn best practices in customer interaction and conflict resolution.

## SKILLS

Exceptional verbal and written communication skills ★★★★★

Strong problem-solving abilities and conflict resolution ★★★★★

Proficient in point-of-sale (POS) systems and cash handling ★★★★★

Customer-focused with a positive attitude ★★★★★

Team player who collaborates well in group settings ★★★★★