



Jane Morgan

Retail Sales Associate

CONTACT

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New York, NY

EDUCATION

Associate's Degree in Business Management

City College of New York, NY |
Graduated May 2021

Certified Retail Sales Professional (CRSP)

Retail Training Institute | Issued March 2022

AWARDS

Awarded "Top Sales Associate of the Month" for 4 consecutive months (March – June 2023) for consistently surpassing sales targets.

PROFESSIONAL SUMMARY

Highly motivated and results-driven retail professional with experience in customer service and sales. Adept at driving revenue and providing exceptional service in a fast-paced retail environment. Passionate about delivering a positive customer experience while maintaining store standards.

EXPERIENCE

Retail Sales Associate

2022 - Now

Macy's, New York, NY

- Deliver exceptional customer service by assisting customers with product selection, resulting in a 15% increase in sales within the first 6 months.
- Manage inventory and restocked products, ensuring items were always available for customers, reducing stockouts by 20%.
- Train 5 new employees on company policies, product details, and customer engagement strategies, improving team efficiency.
- Collaborate with the visual merchandising team to create visually appealing displays that enhance customer experience and increase store traffic.

Retail Sales Associate

2019 - 2021

Target, New York, NY

- Provided outstanding customer service in a high-volume retail environment, leading to a 12% increase in retention.
- Assisted customers in selecting seasonal products, boosting sales during key holiday periods by 25%.
- Supported store promotions and events, contributing to a 30% rise in foot traffic.
- Handled customer complaints professionally, ensuring high levels of satisfaction and positive feedback.

SKILLS

Customer Service	★★★★★
Sales Optimization	★★★★★
Product Knowledge	★★★★★
Visual Merchandising	★★★★★
Cash Register Operation	★★★★★
Inventory Management	★★★★★
Conflict Resolution	★★★★★