

Emily Parker

Sales Associate

CONTACT

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United States, Chicago, IL

EDUCATION

2015 - 2019

Associate Degree in Business Administration

University of Chicago, United States

CPR/First Aid Certification

American Red Cross, Certification
Date: June 2023

Certified Retail Sales Professional

Retail Training Institute, Certification
Date: March 2022

PROFESSIONAL SUMMARY

Customer-focused and results-driven Sales Associate with experience in the retail industry. Skilled in upselling, handling customer queries, and maintaining store operations.

EXPERIENCE

Sales Associate

2021 - Now

Target, United States, Chicago, IL

- Provide outstanding customer service by assisting with product selection, offering promotions, and resolving complaints.
- Drive sales by upselling and cross-selling products based on customer needs, increasing monthly sales by 15%.
- Maintain store cleanliness, organize merchandise, and ensure displays are attractive and accessible.
- Operate cash registers and assist customers with payment and return processes.

Sales Associate

2019 - 2021

Best Buy, United States, Chicago, IL

- Delivered exceptional service in the electronics department, ensuring that customers were informed about product specifications and benefits.
- Handled customer transactions and processed returns in accordance with company policy.
- Assisted in inventory management, ensuring that stock levels were appropriately maintained on the floor.
- Received Employee of the Month award twice for consistently exceeding sales targets.

★ SKILLS

Customer service excellence	★★★★★
Upselling and cross-selling	★★★★★
Inventory management	★★★★★
Cash handling and register operation	★★★★★
Staff training and mentoring	★★★★★
Time management and organization	★★★★★