

 (312) 456-7890

 emily.nguyen@gmail.com

 Chicago, IL

EDUCATION

Associate Degree in Business Administration

City Colleges of Chicago, Graduated: December 2018

Certifications

- **Customer Service Excellence Certification** | Customer Service Institute — Issued: November 2020
- **Retail Sales Associate Certification** | National Retail Federation — Issued: February 2019

Workshops

- **Customer Engagement Strategies Workshop** | Chicago Retail Institute — March 2022
- **Visual Merchandising Fundamentals** | Chicago Fashion Workshop — August 2021
- **Retail Marketing Essentials** | National Retail Federation — February 2020

SKILLS

- Strong Communication Skills
- Child-Focused Product Knowledge
- Inventory Management
- Promotional Event Coordination
- Team Leadership & Training
- POS & Register Operations
- Visual Merchandising

LANGUAGES

- Spanish (Conversational)

HOBBIES

- Fashion Styling & Design
- Photography
- Traveling

EMILY NGUYEN

SALES ASSOCIATE

PROFESSIONAL SUMMARY

Compassionate and customer-focused sales associate with experience specializing in children's clothing retail. Expert at helping parents select age-appropriate apparel while ensuring a welcoming and engaging shopping experience. Adept at managing store operations, driving promotions, and fostering long-term customer relationships.

EXPERIENCE

- June 2021 - Now

Sales Associate

Carter's / Chicago, IL

- Ensure accurate inventory management by conducting regular stock checks and maintaining a well-organized sales floor.
- Coordinate seasonal promotions, driving a 12% increase in store traffic and boosting sales during peak shopping times.
- Assist with visual merchandising, ensuring store displays align with seasonal themes and promotions.
- Participate in monthly team meetings, sharing insights on customer preferences and sales trends.

- January 2019 - May 2021

Retail Assistant

The Children's Place / Chicago, IL

- Maintained visually appealing product displays, adhering to company standards and ensuring a positive shopping experience.
- Assisted in managing store inventory, including restocking shelves and organizing product shipments.
- Provided assistance during in-store promotional events, helping increase sales by 10% during high-traffic periods.

VOLUNTEER EXPERIENCE

- March 2020 - Now / Chicago Children's Clothing Drive

Volunteer Event Coordinator

- Plan and coordinate community clothing drives, collecting donations and assisting families in need.
- Work with local businesses to secure product donations, increasing community participation by 15%.