



# Emma Roberts

## Sales Associate

### CONTACT

(555) 324-5678  
emma.roberts@gmail.com  
United States, Houston, TX

### EDUCATION

#### Associate Degree in Business Administration

Houston Community College,  
Graduated: May 2019

#### Certifications

- Customer Service Excellence Certification**, National Retail Federation, March 2023
- OSHA 10-Hour Safety Certification**, July 2022

### PROFESSIONAL SUMMARY

Motivated and customer-oriented sales associate with experience in retail sales, specializing in home improvement products. Passionate about providing exceptional customer service and knowledgeable in store layouts, inventory systems, and promotions. Seeking to bring sales expertise to a dynamic Home Depot team.

### EXPERIENCE

#### Sales Associate

2022 - Now

##### Home Depot, Houston, TX

- Provide customer assistance by offering product recommendations and solving inquiries on various home improvement items.
- Achieved monthly sales targets, increasing revenue by 15% year-over-year.
- Maintain product displays, ensuring optimal stock levels and visual appeal to attract customers.
- Use POS systems to process transactions, returns, and exchanges efficiently.
- Train new staff on company policies, product knowledge, and customer interaction strategies.
- Collaborate with team members and other departments to meet store goals and objectives.

#### Retail Sales Associate

2019 - 2022

##### Lowe's, Houston, TX

- Assisted customers in selecting tools, hardware, and building materials according to project needs.
- Developed and maintained strong product knowledge to provide customers with expert guidance.
- Promoted store loyalty programs, helping increase membership.
- Supported store management with inventory checks and restocking to ensure product availability.

### SKILLS

Excellent communication and customer service	★★★★★
Product knowledge in home improvement and building materials	★★★★★
Point of Sale (POS) system proficiency	★★★★★
Cash handling and register operation	★★★★★
Team collaboration and training	★★★★★