

JESSICA CARTER



RETAIL SALES ASSOCIATE

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Address: United States, Chicago, IL

Motivated and customer-focused Retail Sales Associate with over a year of experience in providing outstanding customer service and increasing store sales. Strong ability to engage customers, recommend products, and meet sales goals in a fast-paced retail environment.

EXPERIENCE

June 2025 - Now	Macy's / Chicago, IL
Retail Sales Associate	<ul style="list-style-type: none">Assist customers with product selection, styling advice, and sizing to enhance the shopping experience.Maintain a deep knowledge of seasonal fashion trends and store promotions.Process transactions efficiently using POS systems and ensure accurate handling of cash and card payments.Meet and exceed daily and weekly sales targets through upselling and cross-selling techniques.Collaborate with the visual merchandising team to create appealing product displays.

January 2024 - May 2024	Old Navy / Chicago, IL
Retail Intern	<ul style="list-style-type: none">Provided friendly and knowledgeable customer service to shoppers.Organized inventory, restocked shelves, and ensured an appealing store layout.Assisted with store events, sales promotions, and loyalty program sign-ups.

EDUCATION

Bachelor's Degree in Marketing	University of Illinois at Chicago / Graduated: May 2025
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Customer Service & Sales Certification	National Retail Federation (NRF) / Issued June 2023
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SKILLS

Strong interpersonal and communication skills	Expert	Cash handling and POS system operation	Expert
Upselling and cross-selling techniques	Expert	Inventory management	Expert
Time management in a fast-paced environment	Expert		