

Emily Chen

Retail Sales Associate

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Summary

Results-driven and customer-focused retail sales associate with 2+ years of experience driving sales growth, providing exceptional customer service, and maintaining store visual merchandising standards. Proven track record of exceeding sales targets and collaborating with teams to achieve business objectives.

Experience

Jun 2022 - Present
New York, NY

Retail Sales Associate

Macy's

Sales associate responsible for driving sales growth, providing exceptional customer service, and maintaining store visual merchandising standards.

- Exceeded sales targets by 25% through effective product knowledge, upselling, and cross-selling techniques
- Maintained a high level of customer satisfaction with a 95% positive feedback rate through surveys and reviews
- Processed transactions accurately and efficiently, with a 99% accuracy rate on over 500 transactions per month
- Collaborated with visual merchandising team to create visually appealing displays, resulting in a 15% increase in sales of showcased products
- Developed and implemented effective sales strategies to drive business growth, resulting in a 10% increase in monthly sales revenue

Jan 2020 - Jun 2022
Los Angeles, CA

Sales Floor Associate

Nordstrom

Provided exceptional customer service, processed transactions, and maintained a high level of product knowledge to drive sales and customer satisfaction.

- Achieved a 20% increase in sales revenue through effective sales techniques and product knowledge
- Assisted customers with purchases, returns, and exchanges, resulting in a 90% customer retention rate
- Maintained a high level of product knowledge, with a 95% accuracy rate on product information and recommendations
- Collaborated with sales team to achieve monthly sales targets, resulting in a 15% increase in team sales revenue
- Participated in visual merchandising and store displays, resulting in a 10% increase in sales of showcased products

Skills

- Sales and Customer Service
- Product Knowledge
- Time Management
- Communication
- Microsoft Office
- Point of Sale (POS) Systems

Jun 2018 - Jun 2022

Los Angeles, CA

Bachelor's

University of California

Business Administration • 3.5/4.0