VICTORIA PHAM

victoria.pham@email.com
(214) 555-0138
Dallas, TX
linkedin.com/in/victoriapham

SUMMARY

Retail sales representative with 5 years in retail, the last 2.5 selling wireless plans, phones and home internet at a high-volume authorized retailer. Averages 85 new lines a month, tracks leads and callbacks in Excel and the store CRM, and hits monthly accessory and protection targets.

SKILLS

- Sales
- Customer Service
- Wireless Plans
- Device Setup
- Accessory Sales
- CRM
- Excel
- Microsoft Office Suite
- Self-Motivated
- Interpersonal Skills

CERTIFICATES

Customer Service and Sales Credential

NRF Foundation (RISE Up) • 05/2023

EXPERIENCE

Retail Sales Representative

Lone Star Wireless Solutions • Dallas, TX • 03/2024 - Present

Authorized wireless retailer with 12 stores in North Texas.

- Sell about **85** new lines a month at 118% of quota, a top-5 rank among 40 district reps.
- Grow accessory revenue by about $4,000 a month by adding accessories and device protection to 62% of sales.
- Track 60+ open leads in the store CRM and an Excel log, converting 1 in 3 callbacks into closed sales.
- Coach 3 new reps a quarter on plan comparisons, device setup and the store's 5-step sales process.

Sales Associate

Deep Ellum Denim Co. • Dallas, TX • 06/2022 - 02/2024

Specialty denim and apparel boutique.

- Sold denim and outerwear to **30+** customers a shift with an average ticket of $95, above the $80 store average.
- Captured about 20 loyalty sign-ups a week, the most on the weekend team for 6 straight months.
- Processed sales, returns and online order pickups in the POS system with accurate cash handling.
- Updated weekly sell-through sheets in Microsoft Office Suite that the manager used to reorder top sizes.

Cashier

Lakewood Family Grocery • Dallas, TX • 08/2021 - 05/2022

Part-time role at a neighborhood grocery store.

- Processed **100+** customers a shift and balanced the drawer at close without shortages.
- Promoted the store's digital coupon app, signing up about 15 shoppers a week.
- Handled WIC and EBT transactions under state program rules for about 20 customers a shift.

EDUCATION

Associate of Applied Science

Dallas College • Dallas, TX • 12/2023

Business Management