

City, State Abbreviation Zip Code

(123) 456-7890

email@example.com

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# Samantha Walker

Dedicated retail sales associate with six years of experience delivering excellent customer service within the retail industry. Prioritize customer satisfaction by engaging in active listening and empathetic communication. Personalize service through honest recommendations and a genuine interest in human connection. Track record of creating a positive shopping environment.

September 2016 – May 2018

## Associate of Science (A.S.) in Business Administration

FRANKLIN UNIVERSITY,  
Memphis, TN

- Conflict resolution
- Point of sale (POS) systems
- Cash management
- Upselling
- Inventory management
- Product merchandising

OCTOBER 2018 – PRESENT

## Retail Sales Associate

Sunflower Room Boutique, Memphis, TN

- Offer personalized guidance to customers in selecting unique home decor items, consistently surpassing monthly sales targets by 15%-20%
- Cultivate strong customer relationships to exceed annual goals for loyalty program sign-ups by over 130% in the last two years
- Assist an average of 35 customers per day with transactions, questions, and recommendations
- Work closely with the boutique manager to curate eye-catching displays to boost in-store traffic and create a more enjoyable shopping atmosphere
- Consistently treat customers with dignity and respect to maintain 97% customer satisfaction scores

MAY 2016 – SEPTEMBER 2018

## Retail Sales Associate

Ikea, Cordova, TN

- Participated in a team effort to streamline inventory management and reduced stock discrepancies by 12%
- Contributed to a positive team atmosphere by engaging in staff meetings, sharing insights, and promoting teamwork.
- Led the team in upselling IKEA Family memberships, surpassing enrollment goals by 15% each month
- Assisted in training new hires, helping them integrate into the team and become effective members of the store