

Ashley Robinson

 City, State Abbreviation Zip Code

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

PROFILE

A seasoned professional with a bachelor's degree in marketing. Experienced in high-traffic retail environments like Kohl's and Walmart, excelling in inventory management, staff supervision, and advanced customer service. Commended for successful strategies resulting in a significant reduction of stock-outs, improved client satisfaction rates, and consistent sales.

KEY SKILLS

- Customer service
- Inventory management
- Retail software proficiency
- Staff supervision
- Upselling

EDUCATION

Bachelor of Arts in Marketing
UNIVERSITY OF SCRANTON | Scranton, PA
2021

PROFESSIONAL EXPERIENCE

RETAIL SUPERVISOR | WALMART
SCRANTON, PA | JULY 2022 - PRESENT

- Managing a team of 15 employees, including setting schedules, supervising performance, and training new recruits
- Oversee inventory management, ensuring a steady supply and restocking of goods, reducing out-of-stock instances by 30% in six months
- Implemented new customer service strategies leading to a 20% improvement in customer satisfaction ratings based on the firm's internal evaluation year over year

RETAIL ASSOCIATE | KOHL'S,
WILKES-BARRE, PA | JANUARY 2020 - JUNE 2022

- Provided dedicated customer service, managed escalated complaints, and offered personalized shopping guidance to customers
- Assisted in inventory management, contributing to an improved system that minimized inventory errors by 15% in six months
- Employed excellent sales techniques to meet personal and storewide sales goals consistently