

Carol Cook

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A dedicated sales associate and a recent graduate with a degree from Hunter College, versed in providing excellent customer service, handling transactions, and maintaining store environment. Experience in the retail industry, having worked at Best Buy and Amazon, with skills in managing customer inquiries, operating cash registers, and maintaining product displays.

Professional Experience

Sales Associate | Best Buy, New York, NY | DECEMBER 2020 – PRESENT

- Earned a consistent customer service rating above 96% each year by answering inquiries and making recommendations based on individual needs
- Operates cash register for approximately 100 regular transactions per shift, handles customer returns, applies discounts or special offers, reconciles receipt tape with cash in the register to maintain financial accuracy
- Regularly contributes to maintenance of a clean and organized store environment by restocking shelves, updating product displays, and performing inventory checks to ensure availability of products

Customer Service Intern | Amazon, Newark, NJ | JUNE 2020 – AUGUST 2020

- Assisted the customer service team in managing customer inquiries via email and phone, resolving issues efficiently, and offering solutions to maintain customer satisfaction
 - Supported team in processing returns and refunds, navigating the company's systems and databases with discretion and accuracy
 - Assisted in preparing weekly reports on customer service trends, which were used to enhance customer experience strategies and improve customer satisfaction scores by 15%
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Key Skills

- Cash register operations and transactions
 - Communication skills
 - Customer service
 - Sales techniques
 - Store maintenance
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Education

Bachelor of Science in Marketing | HUNTER COLLEGE, New York, NY | 2019