







Sarah Martinez

Retail sales representative with nine years of experience delivering personalized customer experiences in fast-paced environments. Skilled at upselling products, building customer loyalty, and maintaining high satisfaction ratings. Consistently recognized for exceeding sales goals through effective communication and a deep understanding of product offerings.

CONTACT

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-  Phoenix, AZ 85001

KEY SKILLS

- Cash handling and inventory management
- Client engagement
- Merchandising and visual displays
- Product demonstrations
- Sales tracking
- Upselling and cross-selling

PROFESSIONAL EXPERIENCE

Retail Sales Representative | Trendy Apparel Co., Phoenix, AZ
January 2018 - Present

- Increased monthly sales by 25% through personalized upselling strategies and targeted product recommendations
- Maintain a 98% customer satisfaction score by providing attentive service and resolving issues quickly
- Organize and implement new merchandising displays, resulting in a 15% boost in foot traffic and impulse purchases

Sales Associate | TechGear Store, Scottsdale, AZ
June 2015 - December 2017

- Exceeded quarterly sales targets by 20% by identifying customer needs and promoting complementary products
- Coordinated with inventory managers to ensure the availability of high-demand products, reducing stock-outs by 30%
- Trained new hires on company sales techniques, contributing to a 15% increase in overall team performance

Customer Service Representative | QuickMart, Tempe, AZ
February 2013 - May 2015

- Delivered exceptional customer service, achieving a 95% satisfaction score in store surveys
- Processed daily cash transactions totaling \$3,000+ while ensuring 100% register accuracy
- Suggested improvements to inventory organization, reducing checkout times by 10%

EDUCATION

Bachelor of Arts in Business Management
Arizona State University | May 2012