

SL

# Sophia Lee

## Retail Customer Service Representative

### Experienced Retail Specialist Focused on Exceptional Customer Experiences

Retail customer service expert with four years of experience in delivering top-notch service in high-traffic environments. Skilled in sales, returns processing, and team collaboration.

## CONTACT



(123) 456-7890



email@example.com



City, ST

## KEY SKILLS

- POS systems and inventory management
- Sales and upselling techniques
- Return and exchange processes
- Customer loyalty programs
- Floor operations

## Professional Experience

RETAIL CUSTOMER SERVICE REPRESENTATIVE | TRENDY FASHIONS, CITY, ST  
SEPTEMBER 2020 - PRESENT

- Increased membership enrollments in loyalty programs by 35%, enhancing customer retention rates
- Reduced returns processing time by 25% through streamlined procedures and staff training
- Maintained 98% customer satisfaction scores in a fast-paced retail environment

RETAIL ASSOCIATE | EVERYDAY STYLES, CITY, ST  
JUNE 2018 - SEPTEMBER 2020

- Assisted 200+ customers weekly with product inquiries, purchases, and returns
- Executed seasonal inventory audits, achieving a 98% accuracy rate
- Spearheaded promotional campaigns, driving a 15% sales increase during peak seasons

## Education

- Associate Degree in Business Administration  
City Community College, City, ST | May 2018