



SJ

Sarah Johnson

Experienced retail sales associate

ABOUT ME

Sales-focused retail associate with expertise in fast-paced environments

Retail professional with four years of experience delivering excellent customer service in busy retail spaces. Expert in leveraging product knowledge to increase revenue and ensure client satisfaction.

PROFESSIONAL EXPERIENCE

Retail Associate | The Modern Bazaar, Atlanta, GA

October 2022 – Present

- Implemented upselling strategies that boosted average transaction values by 22%
- Conducted weekly stock audits to reduce shrinkage by 15%
- Train junior staff on store policies and procedures, enhancing team productivity

Customer Service Representative | Global Mart, Atlanta, GA

June 2020 – October 2022

- Managed escalated customer complaints, resolving 90% of issues on the first contact
- Supported team efforts during peak seasons, reducing wait times by 25%

CONTACT

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 email@example.com

 Atlanta, GA

 LinkedIn

EDUCATION

- High School Diploma
Westside High School
Atlanta, GA | May 2016

KEY SKILLS

- Communication
- Inventory management
- Loss prevention
- Product upselling
- Team collaboration