ROBERT SMITH

Commissioned Sales Associate

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SUMMARY

Commissioned Sales Associate expert in customer service with 8 plus years of proven performance in retail environment. Recognized for providing exceptional service that ensure client retention and positive feedback. Proven ability to exceed sales goals consistently and increase sales profitability through upselling techniques.

CORE COMPETENCIES

Excel, Microsoft Excel, Microsoft Outlook, Photoshop, Customer Service, Social Media Marketing, Graphic Design, Blogging, Creative Writing, Google Analytics, Google Adwords, Google Docs, Word, Recruiting, Typing, Spss, Powerpoint, Sales, Retail

PROFESSIONAL EXPERIENCE

Commissioned Sales Associate

Sears - May 2011 – Present

Key Deliverables:

- Leading associate in appliance sales, regularly exceeding sales department goals, and expectations under pressure to fully commission sales environment.
- Responsible for inventory counts and management of sales floor, including display items, fixtures, signage, pricing, etc.
- Ability to intently listen to customers needs in order to achieve maximum satisfaction for customers and accuracy in sales, thus maintaining a low rate of item return.
- Having been recognized by management and clients for excellence in customer service and for achieving sales goals.
- Maintaining potential client base by using e-mail and phone communication.
- Continuously communicating with retail support, vendors, and technicians to grow my own knowledge base to be able to better serve the customer and myself.
- Ability to adapt quickly to new workplace equipment, software, and procedures.

Commissioned Sales Associate

ABC Corp - March 2010 – June 2011

Key Deliverables:

- Greeted all customers with a professional and courteous attitude.
- Investigated and resolved customer complaints, assisted the customers with product selection and queries.
- Assisted with store stocking, floor-sets and opening/closing procedures.
- Guided the customers in the right direction of the shelf of the merchandise as they need.
- Fully assisted a customer all the time throughout the sale.

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- High knowledge of the products and location of merchandise and ready for any customer approach.
- Collected credit and cash payments for sales transactions; balanced drawer at the end of each shift all within a busy, fast-paced retail environment.

EDUCATION

AA in Business Management - 2011 to 2016(Anne Arundel Community College - Arnold, MD)High School Diploma - 2007 to 2011(Chesapeake High - Pasadena, MD)

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