Robert Smith

Computer Sales Associate

CONTACT DETAILS

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PERSONAL STATEMENT

Computer Sales Associate with 3 plus years of experience in the Retail domain is seeking to provide quality customer service, commitment, and care while helping to build a positive company image.

WORK EXPERIENCE

Computer Sales Associate

Bay Tree Bookstore - September 2016 – February 2018

Responsibilities:

- Required to up-sell and “close” sales upon various apple and 3rd-party products (laptops, iPads, iPods, accessories) to a variety of customers in need.
- Responsible for friendly customer service, answering general questions, acting as a campus directory, assisting customers to find items on the sales floor, contacting customers for item pick-up via telephone and email, etc.
- Inquired with customers via telephone, email, and in-person regarding stock Macintosh products and initiating "special orders" on customizable Macintosh products.
- Documented transactions/purchases and merchandise (data entry and logging via excel, "vendor forms(inventory), " purchase agreements, etc.).
- The spokesman for major bookstore promotion events such as Spring Spotlight, Freshmen Orientation, Campus Tours, involving greeting, directing, documenting, and socializing with large amounts of visitors.
- In charge of overseeing and maintaining entire computer department/ school supplies area such as receiving, organizing, and stocking various merchandise.
- Fielded customer inquiries regarding product functions and features and advised accordingly.

Computer Sales Associate

ABC Corp - July 2016 – July 2017

Responsibilities:

- Responsible for assisting all customers seeking what they were looking for or direct them to the appropriate department.
- Explained and provided pertinent information that would assist the customer in deciding the items according to their needs and interest.
- Assisted customers by phone and in person (for walk-in traffic/counter sales).
- Used the computer system to provide information on price and availability.
- Order processing and related customer assistance. In addition to handling stock orders, this includes processing special orders, presenting promotions, resolving pricing situations, handling customer returns and credit situations, and related tasks.

SKILLS

Computer Hardware, Computer Repair, Networking, Network Administration, Network Security, Network Management, Network Management, Windows, Word, Powerpoint, Powerpoint, Autocad, Autocad, Customer Service, Data Entry, Excel, HTML, Inventory, Inventory, Linux, Photoshop, Sales, Sales, Unix Administration

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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- In charge of manufacturer/vendor contact for factory orders
- Performed outbound customer calls to assist in growing the local business

Education

General Psychology - 2019(University Of California Santa Cruz - Santa Cruz, CA)

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