

AMELIA MOORE

Hardware Associate

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

🔼 PROFESSIONAL SUMMARY

Detail-oriented Hardware Associate with 5 years of experience in technical support and customer service. Expertise in troubleshooting hardware issues, managing inventory, and enhancing operational efficiency. Proven track record of building strong customer relationships and improving store processes. Looking forward to applying my skills to drive team success and exceed customer expectations.

WORK EXPERIENCE

Hardware Associate

Feb / 2021-Ongoing

Seaside Innovations

- F Santa Monica, CA
- 1. Operated cash registers, managed customer transactions, and ensured accurate financial reporting.
- 2. Provided expert assistance in the hardware department, enhancing customer experiences through knowledgeable service.
- 3. Maintained accurate inventory records and executed stock replenishment to optimize sales.
- 4. Recognized for exceptional customer service, receiving multiple awards for performance excellence.
- 5. Utilized upselling techniques to increase sales and meet store targets.
- 6. Cross-trained in various departments, including plumbing, electrical, and building materials, to enhance product knowledge.
- 7. Effectively managed customer inquiries and resolved issues to ensure satisfaction and loyalty.

Hardware Associate

m Feb/2020-Feb/2021

Cactus Creek Solutions

- **₮** Phoenix, AZ
- 1. Stocked and organized merchandise according to store standards, enhancing product visibility.
- 2. Assisted customers in locating items, providing personalized service to improve their shopping experience.
- 3. Ensured cleanliness and organization of the store, including displays and checkout areas.
- 4. Handled customer relations issues professionally, aligning with company policies.
- 5. Processed transactions efficiently, ensuring prompt service at the cash register.
- 6. Maintained effective communication with team members to ensure smooth store operations.

SKILLS

Bilingual Communication Skills

Customer Relationship Management

Quality Assurance

Assembly Skills

Technical Documentation

8

Data Entry

10

10

10

INTERESTS

Podcasts

🔇 Language Learning

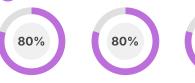
Dancing

3 Cycling

STRENGTHS

Listening

LANGUAGES



English

Swahili

Polish

80%

EDUCATION

City College

Associate of Science in Business Management

Feb/ 2019

Feb / 2020

♣ Phoenix. AZ

Focused on management principles, customer service, and inventory control.

ACHIEVEMENTS



Successfully reduced inventory discrepancies by 15% through improved tracking methods.

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