



AMELIA MOORE

Hardware Associate

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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

Seaside Innovations

Feb / 2021-Ongoing

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

Cactus Creek Solutions

Feb / 2020-Feb / 2021

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.

EDUCATION

Associate of Science in Business Management

City College

Feb / 2019 - Feb / 2020

Phoenix, AZ

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

SKILLS

Bilingual Communication Skills

10

Customer Relationship Management

10

Quality Assurance

9

Assembly Skills

8

Technical Documentation

8

Data Entry

10

INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES

80%

English

80%

Swahili

80%

Polish

ACHIEVEMENTS

Achieved a 20% increase in customer satisfaction ratings through proactive service.

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