



SOPHIA BROWN

Layaway Associate

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

With over 7 years as a Layaway Associate, I excel in managing layaway transactions and enhancing customer experiences. My expertise includes processing agreements, handling payments, and maintaining meticulous records. I thrive in fast-paced environments, ensuring customer satisfaction through effective communication and teamwork. Ready to leverage my skills to contribute to a dynamic retail team.

WORK EXPERIENCE

Layaway Associate 📅 Jun / 2020-Ongoing
Pineapple Enterprises 📍 Santa Monica, CA

- 1. Stocked and organized merchandise in layaway department, ensuring availability for customers.
- 2. Processed sales slips and layaway agreements accurately to maintain customer records.
- 3. Maintained knowledge of current promotions and policies regarding layaway transactions.
- 4. Monitored and managed inventory levels in the layaway department.
- 5. Issued receipts, refunds, and credits efficiently, enhancing customer satisfaction.
- 6. Communicated effectively with customers regarding payment schedules and layaway status.
- 7. Ensured compliance with security practices and maintained accurate sales records.

Layaway Associate 📅 Jun / 2018-Jun / 2020
Crescent Moon Design 📍 Portland, OR

- 1. Handled layaway merchandise, managing customer payments and issuing receipts.
- 2. Maintained detailed records of payments, balances, and customer interactions.
- 3. Contacted customers regarding payment reminders and layaway status updates.
- 4. Processed final payments efficiently, ensuring smooth transactions for customers.
- 5. Collaborated with team members to enhance the customer experience in the layaway department.
- 6. Utilized cash register systems to process payments accurately and promptly.

EDUCATION

Associate of Science in Business Management 📅 Jun / 2016 - Jun / 2018
City College 📍 Denver, CO

Focused on customer service and retail management strategies.

SKILLS

Sales Support

Customer Service Excellence

Training New Staff

Feedback Reception

Sales Forecasting

Market Awareness

INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES

English

French

Polish

ACHIEVEMENTS

- 🌟 Successfully managed over 500 layaway accounts, ensuring timely payments and customer satisfaction.
- 🌟 Streamlined the layaway process, reducing transaction times by 20% and enhancing customer service.
- 🌟 Trained and mentored new associates, improving team efficiency and knowledge of layaway policies.