



# ETHAN MARTINEZ

Retail Assistant

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## PROFESSIONAL SUMMARY

Enthusiastic Retail Assistant with a passion for delivering outstanding customer service. Experienced in assisting customers, managing stock levels, and maintaining store presentation. Adept at handling transactions and resolving customer inquiries efficiently. A team player with a proactive approach to problem-solving and a keen eye for detail, aiming to contribute to a dynamic retail team.

## WORK EXPERIENCE

### Retail Assistant/Associate

📅 Jan / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Collaborated with a high-energy team in a fast-paced fashion retail setting.
2. Responsible for driving sales, delivering excellent customer service, and ensuring efficient store operations.
3. Engaged customers with friendly greetings and maintained a welcoming atmosphere.
4. Took proactive measures to enhance branch performance and improve sales metrics.
5. Handled customer inquiries and complaints professionally, achieving high satisfaction ratings.
6. Maintained excellent visual merchandising standards throughout the store.
7. Managed stock deliveries, ensuring timely unpacking and inventory accuracy.

### Retail Assistant

📅 Jan / 2018-Jan / 2021

Lakeside Apparel Co

📍 Chicago, IL

1. Processed customer transactions efficiently using the cash register.
2. Assisted customers in fitting rooms, providing personalized service and styling advice.
3. Maintained store organization by restocking shelves and arranging merchandise.
4. Utilized fashion knowledge to help customers select outfits that suited their needs.
5. Engaged with customers to understand their preferences and provide tailored recommendations.

## EDUCATION

### Associate of Arts in Retail Management

📅 Jan / 2015-Jan / 2018

City College

📍 Chicago, IL

Completed coursework in retail operations, customer service, and inventory management.

## SKILLS

Data Analysis

Email Communication

Presentation Skills

Basic Coding Skills

Customer Loyalty Programs

## INTERESTS

🤿 Scuba Diving 🎮 E-sports  
📖 Reading Fiction 🧩 Puzzle Solving

## STRENGTHS

📦 Stewardship 🤝 Teamwork  
🔑 Tenacity 🔭 Vision

## LANGUAGES

English Polish Japanese

## ACHIEVEMENTS

- ★ Achieved a 15% increase in sales through effective upselling techniques.
- ★ Recognized as Employee of the Month for exceptional customer service and teamwork.