



SOPHIA BROWN

Retail Customer Service Representative

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Dedicated Retail Customer Service Representative with 5 years of experience in enhancing customer satisfaction and driving sales. Proven ability to resolve issues efficiently while maintaining a positive shopping experience.

WORK EXPERIENCE

Retail Customer Service Representative Jan / 2021-Ongoing
Blue Sky Innovations Chicago, IL

1. Greeted customers promptly, ensuring a welcoming atmosphere.
2. Assisted customers in locating products and sizes, enhancing their shopping experience.
3. Maintained an organized and visually appealing sales floor.
4. Utilized upselling techniques to boost sales and customer satisfaction.
5. Ensured smooth checkout operations by adhering to policies and procedures.
6. Engaged with customers to build rapport and encourage repeat business.
7. Trained new staff on customer service best practices and store policies.

Retail Customer Service Representative Jan / 2020-Jan / 2021
Cactus Creek Solutions Phoenix, AZ

1. Resolved customer inquiries and complaints both in-store and over the phone.
2. Processed payments accurately and issued receipts, refunds, and credits.
3. Provided detailed product information to assist customers in making informed decisions.
4. Managed inventory levels and organized stock to ensure product availability.
5. Ranked in the top 10 for district sales performance consistently.

EDUCATION

Associate of Arts in Business Jan / 2019-Jan / 2020
Springfield Community College Seattle, WA

Focused on customer service and retail management principles.

SKILLS

Customer Focused

Effective Communication

Problem Solving

Sales Techniques

Inventory Management

INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES



English



Swahili



Arabic

ACHIEVEMENTS

Achieved 95% customer satisfaction rating through effective service.

Increased sales by 20% through successful upselling techniques.