ROBERT SMITH

Retail Sales Associate I

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12 years of experience as a Retail Sales Associate motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.

EXPERIENCE

Retail Sales Associate I

Boston Store - DECEMBER 2010 – MAY 2018

- Compute sales prices, total purchases and receive and process cash or credit payment.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Open and close cash registers, performing tasks such as counting money.
- Separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Demonstrate the right customer behaviors defined by delivering an extraordinary experience.

Customer Service Representative

Target - MARCH 2006 – NOVEMBER 2010

- Resolve customers service or billing complaints by performing activities.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Determine charges for services requested, collect deposits or payments.
- Confer with customers by telephone or in person to provide information.
- Execute sales, service and customer experience initiatives in store.
- Learned how to be a team player and bond with other associates, Ive continued to learn to keep a positive attitude and provide a positive environment.
- Listened to customer needs and preferences to provide accurate advice.

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EDUCATION

- Associate in Business Management - September 2002 to April 2005(Bryant N Stratton College - Milwaukee, WI)Diploma - September 1998 to June 2002(Custer High School - Milwaukee, WI)

SKILLS

Microsoft Office, Multitasking, Patience, Internet Explorer, Linux, Microsoft Outlook, Microsoft Publisher, Windows XP, Windows 7, Windows 8, And Mozilla Firefox.