



ETHAN MARTINEZ

Retail Service Clerk

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PROFESSIONAL SUMMARY

Seasoned Retail Service Clerk with 10 years of experience in delivering outstanding customer service and managing retail operations. Skilled in inventory control and enhancing the shopping experience through proactive assistance. Eager to leverage extensive product knowledge to foster strong customer relationships and ensure a welcoming environment for all shoppers.

WORK EXPERIENCE

Retail Service Clerk May / 2019-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Engaged with customers to provide information, assist with product selections, and enhance overall shopping experience.
- 2. Managed point-of-sale transactions efficiently, ensuring accurate cash handling and customer satisfaction.
- 3. Conducted regular inventory checks to maintain stock accuracy and organization on the sales floor.
- 4. Promoted special offers and new products to boost sales and customer interest.
- 5. Maintained a clean and organized shopping environment, adhering to company standards.
- 6. Addressed customer inquiries and resolved complaints promptly, fostering positive relationships.
- 7. Collaborated with team members to optimize store operations and improve workflow efficiency.

Retail Service Clerk May / 2015-May / 2019
Crescent Moon Design Portland, OR

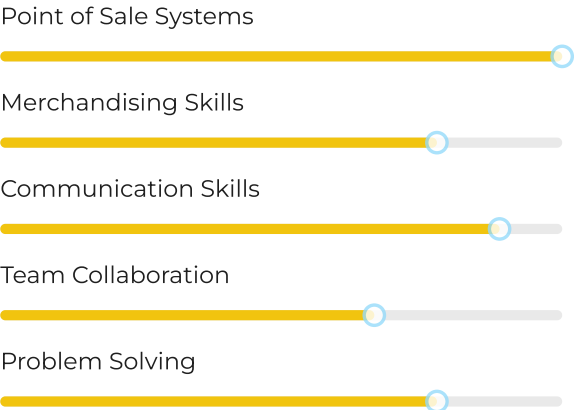
- 1. Maintained accurate records of merchandise transfers and inventory levels to support operational efficiency.
- 2. Facilitated special orders and assisted customers in finding specific products, ensuring a seamless shopping experience.
- 3. Supported the training of new employees, sharing best practices and enhancing team capabilities.
- 4. Executed physical inventory counts to ensure alignment with sales data and minimize discrepancies.
- 5. Utilized effective sales techniques to enhance customer engagement and drive revenue.

EDUCATION

Associate Degree in Retail Management May / 2012-May / 2015
City College Seattle, WA

Focused on retail operations, customer service strategies, and inventory management.

SKILLS



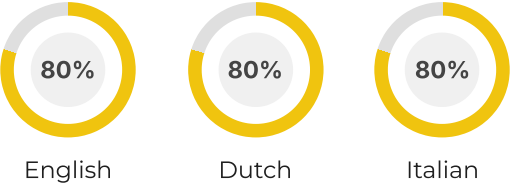
INTERESTS

- Woodworking
- Yoga
- Technology
- Wildlife Conservation

STRENGTHS

- Confidence
- Sensitivity
- Detail-oriented
- Assertiveness

LANGUAGES



ACHIEVEMENTS

- Increased customer satisfaction ratings by 30% through personalized service and proactive communication.
- Achieved a 20% increase in sales by implementing effective upselling techniques.
- Maintained 100% accuracy in inventory management, reducing stock discrepancies.