

# Retail Specialist

# ROBERT SMITH

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## Objective

Retail Specialist with 5 years of experience, a dedicated employee with an exceptional work ethic and customer care, is now seeking for a challenging assignment.

## Skills

Merchandising, Customer Service, Multitasking, Friendly Reliable, Flexible, Sales Professional.

## Work Experience

### Retail Specialist

#### ABC Corporation - 2013 - 2014

- Highly trained sales specialist at an animal health and nutrition company.
- Acting as the face of the company, handling all customer concerns and questions pertaining to proper animal care, behavior, and nutrition.
- Navigated calls between departments on a multi-line phone system, taking messages and scheduling appointments.
- Organized in-person and phone meetings between store managers and outside vendors/representatives, as well as monthly mobile veterinarian visits.
- Developed strong customer rapport by upholding special/reoccurring orders, handling customer charge accounts and managing discounts or exemptions for private business.
- Chosen by the manager to act as a buyer by attending one-on-one weekly information sessions held by premium pet food and nutrition companies.
- Met with numerous sales representatives and learned about the importance of quality pet food, supplements, and how to best identify causes in behavioral changes.

### Retail Specialist

#### ABC Corporation - 2009 - 2013

- Customer Service Associate/Cashier Operates cash register to itemize & total customers purchase, review price sheets to note changes on sale items.
- Stock shelves & mark prices on items & take inventory, on an as-needed basis.
- Review price sheets to note changes on sale items & take inventory on an as-needed basis.
- Review price sheets to note changes & sale items also recorded price & departments, subtotal taxable items along with totaling purchases on the register.
- Collect cash, check or charge payment from the customer & makes the change for a cash transaction.
- Count money in drawer at the beginning & end of shift.
- Strong communication skills (oral & written).

## Education

Bachelor of Science in Criminal Justice and Psychology - 2007(Sam Houston State University - Huntsville, TX)