

BENJAMIN LEE

Seasonal Associate

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PROFESSIONAL SUMMARY

Dynamic and motivated retail professional with two years of experience in seasonal positions. Proven ability to provide exceptional customer service, manage inventory efficiently, and assist in merchandising efforts. Eager to leverage strong communication skills and adaptability to enhance the team environment and contribute to store success.

WORK EXPERIENCE

Seasonal Associate

Quantum Solutions LLC

1. Collaborated with team members across departments including Front End, Merchandising, and Food Court to enhance customer experience.

2. Provided friendly and courteous service, ensuring customer satisfaction and loyalty.

3. Assisted in merchandising by restocking shelves and displaying new products effectively.

4. Managed receiving and stowing of merchandise, ensuring accurate inventory tracking.

5. Facilitated customer pickups at the Assisted Pickup Desk, ensuring a smooth process.

6. Resolved customer inquiries and issues regarding missing or damaged packages.

7. Maintained cleanliness and organization in the sales area to create an inviting shopping environment.

Mar / 2024-Ongoing

Phoenix, AZ

Seasonal Associate

Summit Peak Industries

1. Supported sales operations by stocking shoes, ensuring accurate pricing, and assisting customers with their selections.

2. Demonstrated leadership as a key holder, responsible for opening and closing the store independently.

3. Participated in store setup and opening activities, contributing to a successful launch.

4. Delivered exceptional customer service, aiding customers in finding the right sizes and styles.

5. Implemented loss prevention techniques to protect store assets and reduce shrinkage.

6. Kept the merchandising area organized and visually appealing for customers.

Mar / 2023-Mar / 2024

Denver, CO

EDUCATION

Associate of Arts in Business

Steubenville Community College

Focused on business management principles and customer service strategies.

Mar / 2022-Mar / 2023

Denver, CO

SKILLS



ACHIEVEMENTS

- Increased customer satisfaction scores by 20% through effective service.
- Successfully helped launch a new store location, ensuring all merchandise was displayed properly.
- Consistently maintained stock levels, reducing out-of-stock incidents by 15%.