

Style Consultant

ROBERT SMITH

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Objective

To obtain a position as a Style Consultant and Coding Specialist, where I can showcase and utilize my skills and knowledge with a successful health care facility. Learning our procedures to enhance selling efficiencies. Fulfilling online orders promptly. Understanding rewards program and use it consistently. Handling returns courteously and professionally. Handling cashier duties (counting down drawer, gift-cards, store returns, checking customers out, giving change, running credit cards).

Skills

Microsoft Office, Quickbooks, Excel, Account Management, Bookkeeping, Customer Service, Data Entry, Filing.

Work Experience

Style Consultant

ABC Corporate - 2021 - 2022

- Processed credit cards transactions, refunds, and exchanges on a daily basis.
- Inbound and outbound call center for Michael Kors.
- Requested additional identification from the customer for an authorization for checks and charges, interact with customers in a professional manner.
- Answered telephone and direct customers to the proper department along with utilizing computer programs such as Excel, Access, Word, Publisher, ATG and Google Chrome for data entry.
- Met sales quota for sales periods, provide one call resolutions to all customers and attempt to eliminate escalations if possible.
- Handled customer complaints to provide an excellent experience for our customers.
- Worked with vendor reps to improve brand awareness.

Style Consultant

Delta Corporation - 2010 - 2010

- Charles Speigel for Men 5841 Forbes Ave.
- Pittsburgh, PA 15217 Educated clientele on latest trends and outfitted them in high end apparel based on their budget and lifestyle Measured and .
- Developed and managed relationships of diverse clientele.
- Researched latest trends and styles to increase brand awareness and general market knowledge.
- Used chamber and after hour functions to network and build relationships and sales leads.
- Engage clients on and off the sales floor via multiple modes of communications, including written word, phone calls and social media; maintained.
- Top seller (\$94,000), highest FCR scores for November and December.

Education

GED