Customer Sales Associate Resume

**Objective:**

A highly experienced sales and marketing position with a dynamite company where I can add value and utilize my skills in increasing sales and expanding the business of the company with my four years of experience in the retail sales sector.  
  
**Professional Experience:**

*GUESS, Cross County Shopping Mall in Yonkers, New York*  
**Sales Associate, Footwear Specialist (March 2009 to Present)**

* Achieved status as one of 50 top sales performers in a Northeast region comprised of 67 store locations.
* Individually sold $400K in store merchandise year-to-date at a store location that generates approximately $5M in annual revenue.
* Exceeded personal sales goal by 20% in the prior year.
* Achieve Employee of the Month Award in recognition of demonstrated productivity and ability to up sell customers upon cash out.
* Maintain strong knowledge of current sales promotions, policies regarding payment and exchanges, and security practices.
* Arrange window and in-store displays to promote and maximize weekly sales.
* Accurately answer questions regarding the store and its merchandise from customers with extreme professionalism and politeness.
* Recommend, select, and help locate merchandise based on customers' needs and desires.
* Maintain sales staff and teams in achieving and exceeding sales targets.
* Assist in opening and closing cash registers, perform tasks such as counting money, separating charge slips, coupons and vouchers, balancing cash drawers and making deposits.  
  *EXPRESS, Buffalo, New York*  
  **Sales Associate (September 2008 to January 2009)**
* Increased store sales by providing excellent customer assistance.
* Utilized excellent selling approach; maintained strong product knowledge and styling capabilities.
* Ensured that products were available to customers and that products were folded and sized appropriately.
* Computed sales prices and total purchases; received and processed cash and credit card payments.
* Described merchandise and explained its use and care to customers.
* Demonstrated superior communication skills in dealing with customers.
* Managed a quick and efficient cash wrap experience for the customers. *DSW Designer Shoe Warehouse, Buffalo, New York*  
  **Sales Associate (September 2006 to January 2008)**
* Trained for cash register, assisted customers with merchandise selection and complaints.
* Utilized persuasive sales techniques to promote specials, gift cards and credit card applications.
* Delegated responsibilities to other workers to ensure merchandise was well-organized and attractively displayed.
* Trained new workers on store policies, merchandise displays and department organization. **Education:**  
    
  State University of New York College at Buffalo, Buffalo, NY  
    
  Bachelor of Science in Fashion Textile Technology - May 2008  
  (Concentration in Fashion Merchandising)  
    
  Herkimer County Community College, Herkimer, NY  
  Associates in Applied Arts for Fashion Buying and Merchandising - May 2006  
    
  **Computer Skill Set:**  
    
  Microsoft Office (Word, Excel and PowerPoint), Windows XP and Adobe Photoshop.