



Emily Carter

Sales Associate

CONTACT

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United States, Los Angeles, CA

EDUCATION

2019 - 2023

Bachelor of Arts in Communications

University of Southern California,
United States, Los Angeles, CA

Customer Service & Sales Certification

NRF Foundation, Completed: August 2023

Conflict Resolution and Communication Skills

LinkedIn Learning, Completed: March 2023

PROFESSIONAL SUMMARY

Enthusiastic and customer-oriented individual seeking an entry-level position in retail customer service. Committed to providing exceptional service and enhancing the customer experience through effective communication and problem-solving skills.

EXPERIENCE

Sales Associate

2022 - Now

SuperMart, United States, Los Angeles, CA

- Greet customers, assist with product inquiries, and provide personalized recommendations.
- Maintain a clean and organized sales floor while ensuring merchandise is well-stocked.
- Process transactions accurately and efficiently, handling cash and credit payments.
- Collaborate with team members to achieve store sales goals and improve customer satisfaction.

Customer Service Intern

2022 - 2022

Community Service Organization, United States, Los Angeles, CA

- Assisted in managing customer inquiries via phone and email, providing timely and helpful responses.
- Developed customer feedback surveys to gather insights for improving service delivery.
- Shadowed experienced staff to learn best practices in customer interaction and conflict resolution.

SKILLS

Exceptional verbal and written communication skills ★★★★★

Strong problem-solving abilities and conflict resolution ★★★★★

Proficient in point-of-sale (POS) systems and cash handling ★★★★★

Customer-focused with a positive attitude ★★★★★

Team player who collaborates well in group settings ★★★★★