

# Jessica Martin

Retail Customer Service  
Representative

City, ST 98765

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## Retail Sales Associate With Strong Customer Service and Sales Skills

Friendly and customer-focused professional with four years of experience in retail environments. Skilled in engaging customers, increasing sales, and maintaining an organized and welcoming shopping experience.

### Professional Experience

#### Retail Sales Associate

ABC Fashion Store | City, ST

May 2021 - Present

- Assisted 80+ customers daily, providing personalized shopping experiences and increasing sales by 15%
- Processed transactions efficiently, maintaining 100% cash drawer accuracy
- Reorganized store displays to enhance visual appeal, improving foot traffic by 20%

#### Customer Service Representative

XYZ Department Store | City, ST

June 2019 - May 2021

- Handled customer complaints and returns, resolving issues with a 95% satisfaction rating
- Educated customers on promotions and loyalty programs, increasing membership sign-ups by 30%
- Maintained product knowledge to provide detailed recommendations and improve the customer experience

### Key Skills

POS systems	<div><div></div></div>	Product recommendations and upselling	<div><div></div></div>
Cash handling and transactions	<div><div></div></div>	Inventory management	<div><div></div></div>
Visual merchandising	<div><div></div></div>		

### Education

High School Diploma

City High School | June 2019

