

MALIA FULBRIGHT

Retail Customer Service Clerk

✉ mfulbright@email.com

☎ (123) 456-7890

📍 Clark, NJ

🌐 [LinkedIn](#)

WORK EXPERIENCE

Retail Customer Service Associate

Target

📅 July 2022 - current

📍 Clark, NJ

- Handled customer inquiries and quickly resolved issues in the second most highly trafficked Target stores in the nation
- Managed returns for customers and **exceeded the target customer satisfaction rate of 92%**
- Exceeded sales targets by over 18% via proactive product recommendations
- Interacted with 125+ customers during an average shift, surpassing targets by 20% and ensuring customer satisfaction
- Led on-boarding for 14 new retail customer service associates by maintaining detailed process logs of procedures

Retail Associate

Macy's

📅 July 2021 - July 2022

📍 Rahway, NJ

- Resolved 96% of customer questions or issues with a compassionate and empathetic approach
- Re-stocked inventory, and updated back-end systems as inventory was re-stocked, reducing instances of error by 10%
- **Exceeded sales targets by 12%** by maintaining a robust knowledge of the inventory and assessing customer needs
- Assisted customers in locating products, making returns, and processing payments and gift cards
- Awarded Retail Associate of the Quarter in 2017's third quarter

CAREER OBJECTIVE

Experienced retail customer service associate with 1+ years of extensive background in working with high-volume customer interactions while maintaining customer satisfaction. Looking to utilize my skillset for a quickly growing retail brand like Lidl.

EDUCATION

Diploma

[Arthur L Johnson High School](#)

📅 2017 - 2021

📍 Clark, NJ

SKILLS

- Compassionate
- Inquisitive
- Detail-oriented
- Microsoft Excel
- Problem-solving
- Data Analysis

Retail Customer Service Skills Resume

Anne McKinney



Retail Customer Service Skills Resume:

SALES RETAIL AND CUSTOMER SERVICE SKILLS Prabhu TL, 2020-12-22 Immerse yourself in the dynamic world of sales retail and customer service a captivating domain where the art of building relationships and exceeding customer expectations drives business success *Sales Retail and Customer Service Skills* is a comprehensive guide that unveils the essential techniques and strategies that empower professionals to thrive in customer facing roles Mastering Customer Centric Excellence Step into the heart of customer centric excellence as this book explores the core principles and practices that define exceptional sales retail and customer service professionals From persuasive selling to creating memorable shopping experiences this guide equips you with the tools to build lasting relationships with customers Key Themes Explored Sales Techniques Discover effective selling approaches that convert prospects into loyal customers Retail Merchandising Embrace the art of visual merchandising and creating inviting store environments Customer Experience Learn strategies to elevate the customer journey and exceed expectations Effective Communication Harness the power of effective communication in resolving customer inquiries and complaints Customer Relationship Management Embrace the significance of building and maintaining strong customer relationships Target Audience *Sales Retail and Customer Service Skills* caters to sales professionals retail associates customer service representatives entrepreneurs and anyone seeking to excel in customer facing roles Whether you work in a retail store call center or e commerce platform this book empowers you to deliver exceptional customer experiences Unique Selling Points Real Life Customer Success Stories Engage with inspiring case studies of customer centric triumphs Retail Sales Analytics Emphasize the role of data driven insights in optimizing retail sales performance Emotional Intelligence Learn how emotional intelligence enhances customer interactions and satisfaction Customer Loyalty Explore techniques for building customer loyalty and fostering repeat business Unlock the Path to Customer Satisfaction *Sales Retail and Customer Service Skills* transcends ordinary sales and customer service literature it is a transformative guide that empowers you to create meaningful connections with customers Whether you seek to increase sales improve customer satisfaction or enhance the overall retail experience this book is your roadmap to success Secure your copy of *Sales Retail and Customer Service Skills* and unleash the art of delighting customers to drive business success and foster enduring loyalty

Real-Resumes for Customer Service Jobs Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers

The Complete Book of Resumes Karen Schaffer, 2005-11-01 Crafting the

perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience **The Complete Idiot's Guide to the Perfect Resume** Susan Ireland,2002-12 Includes tips on writing an effective resume creating an accurate yet impressive job statement networking using software programs and other resume technologies and making the most of your experience

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