

Chelsea Barreda, Sales Assistant

1515 Pacific Ave, Los Angeles, CA 90291, United States, example@email.com

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Instagram](#), [Facebook](#), [LinkedIn](#)

PROFILE

A proactive, customer-focused Sales Assistant with 9 years' experience in upscale fashion, hi-tech electronics and automotive parts. Currently completing a diploma in Sales and Marketing. Well-developed skills in forming trusting relationships with customers and presenting the most suitable product option earned me the Top Sales Assistant Award two years in a row. Able to work well both in teams and as an individual, with a proven record of contributing customer retention increasing recurring customer sales by 20% in the last quarter.

EMPLOYMENT HISTORY

Mar 2016 – Present **Sales Assistant, 5th Avenue Clothing** Des Moines

Handle 28 to 35 customer transactions on weekdays and over 40 transactions on weekend days

- Meet and greet customers upon entering the shop
- Operate the point of sale system and handle sales transactions
- Answer queries from customers
- Receive deliveries from suppliers
- Perform inventory checks and catalog new stock
- Replenish stock on displays
- Perform cleaning and housekeeping duties
- Clean and tidy up of aisles and display areas
- Ensure sure baskets are available for customers to us
- Help customers navigate the store

May 2014 – Feb 2016 **Sales Assistant, Up Tech Holdings** Raleigh

Individual sales performance increased by 30% after implementing up-selling techniques to promote sales products and add-on tech accessories

- Assist customers in locating merchandise within the store
- Offer advice to customers regarding merchandise options as well as gift suggestions
- Answer questions concerning merchandise availability, special deals, product features
- Demonstrate the use of merchandise
- Arrange for special bulk orders and deliveries
- Process transactions at the till
- Replenish aisle stock and label merchandise
- Do inventory checks bi-monthly
- Clean and organize aisles and display areas

Jun 2010 – Apr 2014 **Sales Assistant, Dodo Automotive** Brooklyn

Won top employee prize for two consecutive months, achieving 120% and 200% of monthly targets by up-selling maintenance and short term insurance plans

- Receive and complete phone orders for parts.
 - Receive payments or request credit authorization.
 - Prepare sales invoices and sales contracts
 - Respond to customer complaints and update them about back-ordered parts.
 - Mark parts in stockrooms according to inventory systems
 - Pick up and deliver parts to customers within a 10-mile radius and organize courier service for clients further away
 - Examine returned parts for defects and malfunctions
 - Exchange defective parts or refund money where applicable
-

EDUCATION

Feb 2010 – Feb 2013

University of Ohio, Bachelor Degree in Sales and Marketing

Springfield

GPA: 3.8

Majors: Sales Management, Marketing Management

Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

SKILLS

PipeDrive	Expert	Research	Experienced
Networking	Skillful	Social Media Marketing	Experienced
Cloud Collaboration Systems	Experienced	CRM Platforms	Skillful
Point of Sale Systems	Experienced	Inventory Management	Skillful

LANGUAGES

English Native speaker

COURSES

Feb 2018 – Feb 2019 Principles of Customer Services, Retail Sales Institute

Oct 2018 – Dec 2018 ICM Certificate in Sales & Marketing, Udemy Online

HOBBIES

Hiking, Skiing, Running