

CHELSEA BARREDA

Sales Assistant

1515 Pacific Ave, Los Angeles, CA 90291, United States

example@email.com

Place of birth *San Antonio* Nationality *American*
Driving license *Full*

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.

EXPERIENCE

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

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

- 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

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

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

- 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

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

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

- 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

❖ **University of Ohio** Feb 2010 – Feb 2013
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 <i>Expert</i>	Research <i>Experienced</i>
Networking <i>Skillful</i>	Social Media Marketing <i>Experienced</i>
Cloud Collaboration Systems <i>Experienced</i>	CRM Platforms <i>Skillful</i>
Point of Sale Systems <i>Experienced</i>	Inventory Management <i>Skillful</i>

LANGUAGES

English *Native speaker*

COURSES

❖ **Principles of Customer Services** Feb 2018 – Feb 2019
Retail Sales Institute

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

HOBBIES

Hiking, Skiing, Running