

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

Sample Retail Customer Service Resume

Thomas J. Rundquist



Sample Retail Customer Service 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

Resumes For Dummies Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams

Knock Em'dead Resumes (6th) Martin Yate, 2004 Presents detailed information on resume writing including step by step instruction for creating effective resumes advice for online job searching and examples of successful resumes with their cover letter

The Resume.Com Guide to Writing Unbeatable Resumes Warren Simons, Rose Curtis, 2003-08-22 The nation's #1 online resume service offers its exclusive advice on how to craft a winning resume The Resume.com Guide to Writing Unbeatable Resumes draws upon the author's considerable expertise as well as the vast

Resume com database to arm job seekers with Sample resumes for every profession and job category at every level from entrylevel to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they ll be able to receive a free resume consultation with one of Resume com s career consultants *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

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The Everything Resume Book Nancy Schuman, 2008-03-01 A resume is like the first thirty seconds of a blind date: one with a prospective employer. That's all the time you have to get a hiring authority's attention and hopefully an interview. A bad resume will absolutely eliminate you from the competition. Building a strong resume is the single most important step in landing a new job. *The Everything Resume Book 3rd Edition* is your one-stop resource for crafting a resume that will highlight your skills and experience to get you the job you want. This hands-on guide offers helpful hints on format and presentation and includes the most up-to-date guidelines for using the Internet in your job search. This completely revised and updated edition includes new information on job boards and the best Web resources for job seekers. Using resumes as a personal brand. The advantages and disadvantages of video resumes. Social

networking sites in the job search Generation gap issues relating to resumes Resume blogs Bursting with more than 100 sample resumes for a wide range of professions this guide contains the information you need to command a prospective employer's attention and score that all important interview

CMJ New Music Report, 2002-11-18 CMJ New Music Report is the primary source for exclusive charts of non commercial and college radio airplay and independent and trend forward retail sales CMJ's trade publication compiles playlists for college and non commercial stations often a prelude to larger success

Substitute Teacher Survival Activities Vol 1 Thomas J. Rundquist, 2000-08

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