




Olivia Davies

RETAIL SALES ASSOCIATE

CONTACT

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CV OBJECTIVE

Dedicated Sales Associate with 5+ years of experience in retail environments. Recognized for my ability to communicate with customers, provide exceptional service, and upsell products. Have received "Employee of the Year" award two years consecutively. Seeking retail sales position with opportunities for advancement into a managerial position.

EDUCATION

UNIVERSITY OF ROCHESTER (2013–2017)

BA Business Management
GPA: 3.7/4.0

Relevant Modules: Management Research and Analysis, Managing in the Digital Workplace, Operations and Supply Chain Management, Leadership in Organizations, Strategic Management

Dissertation Topic: Implementation of Effective Sales Strategies

WORK EXPERIENCE

BURBERRY, New York, NY

Sales Associate, December 2018–present

- Assist ~50 customers daily in finding merchandise, while providing recommendations that have led to a 12% annual increase in sales
- Helped implement a new inventory tracking system, improving organizational efficiency
- Exceeded sales goals by over 150% for two consecutive months
- Manage merchandise displays, highlighting new inventory with the goal of increasing sales
- Regularly maintain at least a 90% customer service feedback rating

DIOR, New York, NY

Retail Sales Associate, May 2017–November 2018

- Repeatedly exceeded monthly sales quotas
- Drove up sales by upselling new merchandise and making informed recommendations
- Memorized Dior's product inventory in order to provide better advice to customers
- Operated point of sales systems efficiently
- Fielded customer complaints and offered workable solutions, leading to a 10% decrease in full refunds

PRADA, New York, NY

Customer Assistant, May 2015–March 2017

- Checked out upwards of 150 customers daily, ensuring they each had a seamless, pleasant experience
- Ensured all produce was handled according to health and safety regulations
- Maintained accurate records of store inventory

KEY SKILLS

- Conversational Spanish speaker
- Upselling
- Excellent interpersonal skills
- Conflict resolution
- Time management
- Expert organizational skills
- Skilled with Point of Sale software (TokenWorks Magnetic Card Reader, Plexis Software Plexis POS)

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Best regards,

The Resume Genius Team