

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

RS Peters



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, 2015-07-14 Master the art of resume writing and boost your chances of getting hired With unemployment rates still running high getting an edge up on the competition in your field whatever it may be can be an intimidating and exhausting undertaking Luckily *Resumes For Dummies* is here to serve as your life raft as you navigate the murky waters of a modern day job search Inside you will find 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 There is nothing easy and breezy about looking for a new job whether you currently have one or not But rather than succumbing to the panic that might convince you to hide under the covers *Resumes For Dummies* arms you with the

confidence you need to write a resume that will have prospective employers knocking your at your door Includes tips on avoiding common resume writing mistakes Provides updates on the latest changes in the job market that you ll need to take into account when writing a resume Outlines how to approach a lay off in a professional light Covers how to confront privacy and reputation issues in online social job search Whether you re a recent graduate second timer looking for your next job prime timer who hasn t job searched in decades or the unfortunate victim of a lay off Resumes For Dummies takes the fear out of putting your skills on paper and sets you on the path to getting your foot in the door and landing 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 Idiot's Guide to the Perfect Resume Susan Ireland,2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be

The No-pain Resume Workbook Hiyaguha Cohen,1992 Writing a resume doesn t have to be a stressful event This guide contains fill in the blank forms for each component of the resume with much of the wording already provided Writing a resume has never been easier Includes sample resumes and cover letters plus an optional mail in fax in critique and typesetting service Cartoons graphics and quotations throughout

The Career Change Resume Karen Hofferber,Kim Isaacs,2003-03-22 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how

to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers 175 High-Impact Resumes Richard H. Beatty,1999 Stacking the employment deck in your favor with 175 High Impact Resumes Despite low unemployment today s job market is as competitive as ever which means you can t afford to have a run of the mill resume that will get lost in the shuffle With this invaluable guide you ll learn to write a resume that stands out from the crowd and gets you that all important interview Now completely revised and expanded 175 High Impact Resumes takes you step by step through the process of constructing a tailor made resume highlighting key components and giving you a clear understanding of the design content and overall importance of each part By following the instructions and model resumes in this invaluable book you are virtually guaranteed a professional looking highly effective resume and a tremendous advantage in your job hunting campaign Also now included is new information on preparing electronic resumes for posting on the Internet Here s where you ll find Modern up to date resume formats The new electronic computer scannable resume format 175 hand picked successful resumes representing both experienced job seekers and recent college graduates Samples covering 35 different fields including finance accounting administration public relations law marketing sales engineering education retail and many more Packed with tips and advice from a leading employment authority 175 High Impact Resumes is the key to gaining an advantage in your job hunting campaign **Expert Résumés for Managers and Executives** Wendy S. Enelow,Louise Kursmark,2007 This collection of resumes is aimed at people at all levels of management from front line supervisors to top level executives In addition to hundreds of pages of sample resumes the authors present sound resume writing advice including how to create and use an electronic resume The appendix includes Internet resources for an effective online job search New for the second edition is a section of cover letter samples and writing advice **Expert Resumes for Career Changers** Wendy S. Enelow,Louise Kursmark,2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples Proven Resumes and Confidence Builders Regina Pontow,1996 The Career Coward's Guide to Resumes Katy Piotrowski,2008 This third book in the Career Coward s series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers though all the basic steps

of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You ll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

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

Your Winning Edge DIANE Publishing Company,1995-07 Provides material tips and exercises to help you get a job Guide is designed to be used on one s own with other job seekers in a job search workshop and along with many other publications The guide is organized into 5 chapters discussing the job market selling oneself networking and interviewing Contains numerous charts and figures

America's Fastest Growing Jobs J. Michael Farr,1997-02 Where will today s students job seekers and career changers find the jobs of tomorrow America s bestselling job search and career planning author has prepared detailed reports on the 50 fastest growing career options for the 1990s and beyond plus summaries of other career choices

Every Woman's Essential Job Hunting & Resume Book Laura Morin,1994 Bestselling career book author Morin provides dozens of proven resumes and cover letters the latest strategies for women in today s tough job market the 25 hottest careers for women today and other advice for succeeding in today s workplace

America's Top White-collar Jobs J. Michael Farr,2001 White collar fields offer many opportunities for people at all levels of education and training Some jobs in these large rapidly growing areas require advanced education or substantial experience but many others do not For example many sales jobs have unlimited earnings yet do not need lengthy training for entry These and many other occupations 110 in all are described in this book

Editor & Publisher ,1925 *America's Top Jobs for People Without College Degrees* J. Michael Farr,1996-10 Contains up to date descriptions for more than 100 major jobs that do not require a college degree Lists tasks and responsibilities working conditions skills requires growth projections average earnings training and more for each job

Expert Resumes for Computer and Web Jobs Wendy S. Enelow,Louise Kursmark,2005 Dozens of professional resume writers share their secrets and sample resumes for landing the fastest growing and highest paying jobs in the computer and online industries showing readers how to present technical skills in reader friendly language that employers demand Includes over 180 pages of sample resumes targeted to high tech jobs from entry level to executive

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