

Resume 851

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional looking to secure a part-time, sedentary, remote position with your company utilizing my skills, training, and experience. One that allows time for breaks to allow a change of positions such as moving from a sitting to standing station.

SUMMARY OF QUALIFICATIONS

- Over 20 years' experience providing uncompromising highest standards of customer service in a variety of settings, including retail, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, securing agreements, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communication and problem-solving skills
- Completes projects ahead of schedule
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Dedicated employee and detail-oriented
- Multi-tasks, organizational skills, and possesses an eye for detail

PROFESSIONAL EXPERIENCE

2016 – 2021

Jewelry Sales Consultant

Jared Vault / Kay Jewelers, Niagara Falls, NY

- Provided exceptional customer service to clients, assisting them in selecting jewelry pieces that matched their preferences and budget.
- Demonstrated extensive product knowledge and explained the features and benefits of various jewelry items, including diamonds, gemstones, and metals.
- Built and maintained strong relationships with clients through follow-up communication and personalized service.
- Achieved and exceeded sales targets by upselling and cross-selling jewelry pieces and related accessories.
- Handled transactions using POS systems, processed payments, and managed cash and credit transactions accurately.
- Collaborated with team members to ensure a clean and organized store environment, including merchandise display and inventory management.
- Participated in jewelry training programs to stay updated on industry trends, product knowledge, and sales techniques.
- Leader in sales during the 2017 fall jewelry remount sales event.
- Recognized as a leader within the region and district several times for exceeding goals and standards.

2013 - 2016

Bra and Lingerie Category Manager

2008 – 2011

Victoria's Secret, Amherst & Cheektowaga, NY

- Developed and executed category strategies to drive sales and maximize profitability for the bra and lingerie category.
- Managed product assortment, including selection, pricing, and placement of bra and lingerie products, to optimize sales and inventory turnover.
- Led and developed a team of associates, providing coaching, training, and performance feedback to drive sales and deliver exceptional customer service.
- Participated in regular meetings and presentations to provide updates on category performance.
- Earned distinction as district leader in launch of new product line for five consecutive weeks.

2011 – 2013

Store Supervisor

Banana Republic, Amherst & Cheektowaga, NY

- Assisted the Store Manager in leading and managing store operations, including sales, customer service, and staff leadership.
- Played a key role in driving sales and achieving targets through effective merchandising, inventory, and sales strategies.

- Managed and developed a team of associates, providing coaching, and performance feedback to drive sales and deliver exceptional customer service.
- Implemented standards and maintained store appearance to enhance the shopping experience for customers.
- Ensured compliance with company policies and procedures, including cash handling and safety standards.
- Acted as a brand ambassador for Banana Republic, promoting brand values and ensuring a consistent brand experience for customers.

03/2016 – 05/2018 ***Sales Manager***

Residence Inn by Marriott, Cheektowaga, NY

- Implemented sales strategies to drive revenue growth for the hotel, focusing on corporate and group sales segments.
- Identified and pursued new business opportunities through proactive sales efforts, including cold calling, networking, and client meetings.
- Built and maintained strong relationships with corporate clients, travel agencies, and other key stakeholders to generate repeat business and referrals.
- Conducted site tours and sales presentations to showcase hotel facilities and services to prospective clients.
- Consistently exceeded sales targets and achieved record-setting sales numbers.
- In one week, booked \$90,817 in corporate revenues from such accounts as Homeland Security, New Era Caps, Tyco, Wilson Greatbatch, and ECMC.
- Presented contracts with all branches of government, local sports teams (Buffalo Bills and Sabres), Verizon FiOS installation team, the Erie County Fair, and other special events that brought the general public to the area.

EDUCATION and TRAINING

Marriott “Edge” Revenue Management & Sales Training Certification

Residence Inn by Marriott, Buffalo, NY