**First Name Last Name**  
City, State | Phone Number | Email address

**PROFESSIONAL EXPERIENCE   
Merchandise Manager** June 20XX-August 20XX  
*TJ Maxx* Overland Park, Kansas

* Established long-lasting customer relationships by using strong communication skills and developing rapport
* Performed daily sales audits accurately to ensure correct financial record-keeping
* Administered associate performance reviews for five employees to promote employee growth
* Filled online orders using store software system
* Trained staff to implement iPads on salesfloor, streamlining customer service and resulting in increased sales

**Customer Service Supervisor** May 20XX -April 20XX  
*Home Goods* Overland Park, Kansas

* Selected to serve as system change manager; adapted quickly to new POS system& trained 20 employees for implementation
* Scheduled cashiers to ensure appropriate coverage according to business needs
* Resolved customer issues using listening skills and patience; ensuring customer satisfaction and following company policy
* Supported sales staff to resolve complaints, make sales, and ensure adequate store supplies

**Department Lead** February 1998-April 2005  
*Stein Mart* Overland Park, Kansas

* Acquired skills in marketing & merchandising to effectively sell product
* Continuously assured correct merchandise pricing
* Initiated floor move that increased sales 6% in the first year, while overall store sales were down 4%
* Supervised five associates to ensure department ran smoothly
* Monitored product sales to determine markdown timing
* Analyzed monthly sales reports to generate strategies for increased product sales

**Sales Associate** August 20XX-March 20XX   
*Dollar General* Overland Park, Kansas

* Applied knowledge of cross-selling tools, communication and interpersonal skills to enhance customer experience
* Presented merchandise in a manner that would garner attention & generate sales

**VOLUNTEER EXPERIENCE**

KC Pet Project, Johnson County Catch-A-Ride

**EDUCATION**

Johnson County Community College

Associates of Art, May 20XX