

Aisha Patel

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SUMMARY

Detail-oriented and motivated professional with a strong background in retail operations and customer service. Eager to leverage management skills and a passion for team leadership in an Entry Level Assistant Store Manager role.

EXPERIENCE

Sales Associate

Jun 2021 - Present

Trendy Retail Co., Seattle, WA

- Increased sales by 20% in the last quarter through effective customer engagement and upselling techniques.
- Trained and mentored 5 new team members, improving overall staff productivity by 15%.
- Managed inventory and merchandising, reducing stock discrepancies by 30% through effective organization.

Customer Service Representative

May 2020 - May 2021

Daily Convenience Store, Seattle, WA

- Handled customer inquiries and complaints, achieving a 95% customer satisfaction rating.
- Implemented a new ticketing system that reduced response time to customer issues by 40%.
- Assisted in organizing promotional events that increased foot traffic by 25%.

Intern - Retail Operations

Jan 2019 - May 2020

Local Fashion Boutique, Seattle, WA

- Supported the store manager in daily operations, contributing to a 10% increase in operational efficiency.
- Assisted in maintaining visual merchandising standards, leading to a 15% increase in customer engagement.
- Conducted market research and presented findings that informed inventory decisions.

EDUCATION

Bachelor of Science in Business Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Inventory Management Systems, Sales Analytics

Tools & Frameworks: Microsoft Office Suite, Point of Sale (POS) Systems, Ticketing Software