

Amina Johnson

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SUMMARY

Dynamic and results-oriented recent graduate with a proven track record in customer service and sales. Strong communication and interpersonal skills aimed at fostering customer relationships and driving sales growth.

EXPERIENCE

Sales Associate

Jan 2022 - Present

Tech Retail Store, Atlanta, GA

- Increased monthly sales by 20% through effective product knowledge and upselling techniques.
- Achieved a customer satisfaction rating of 95% over six months by providing personalized service.
- Managed inventory and organized product displays to maximize visibility and accessibility.

Customer Service Representative

Jun 2020 - Dec 2021

Online Retailer, Atlanta, GA

- Resolved customer inquiries with a 90% first-contact resolution rate, improving customer retention.
- Assisted in training new team members on sales processes and customer service best practices.
- Utilized CRM software to track customer interactions and follow-ups, enhancing service efficiency.

Sales Intern

Jan 2020 - May 2020

Local Boutique, Atlanta, GA

- Supported sales teams in executing promotional events, contributing to a 15% increase in foot traffic.
- Conducted market research to identify customer trends and preferences, informing product selection.
- Collaborated with staff to create engaging social media content that increased online engagement by 30%.

EDUCATION

Bachelor of Science in Marketing

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Sales Analytics, Customer Relationship Management (CRM), Upselling Techniques, Market Research

Tools & Frameworks: Salesforce, Microsoft Excel, Google Analytics