

Amina Rodriguez

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SUMMARY

Results-driven and passionate entry-level sales representative with strong communication skills and a background in customer service. Eager to leverage my experience to drive sales and enhance customer relationships in a dynamic sales environment.

EXPERIENCE

Sales Associate

Jan 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Exceeded sales targets by 20% in Q1 2023, contributing to a company revenue increase of \$150,000.
- Developed and maintained relationships with 50+ clients, improving customer retention rates by 15%.
- Utilized CRM software (Salesforce) to track customer interactions and sales performance, enhancing reporting efficiency by 30%.

Customer Service Intern

Jun 2021 - Dec 2021

Retail Solutions Corp., San Francisco, CA

- Assisted in resolving customer inquiries, achieving a 95% satisfaction rate in customer feedback surveys.
- Collaborated with the sales team to identify and implement strategies that increased upsell opportunities by 10%.
- Gained hands-on experience with POS systems and inventory management tools, streamlining operations.

Campus Ambassador

Sep 2020 - May 2021

Local Startup Inc., Berkeley, CA

- Promoted products through campus events, contributing to a 25% increase in brand awareness among students.
- Managed social media campaigns that boosted online engagement by 40% within three months.
- Gathered feedback from peers to inform product development, directly influencing new feature implementation.

EDUCATION

Bachelor of Science in Business Administration

May 2020

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Salesforce, Microsoft Excel, Data Analysis, Customer Relationship Management

Tools & Frameworks: Slack, Google Workspace, HubSpot