

Aisha Patel

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SUMMARY

Motivated and results-driven individual with a strong background in retail management and customer service. Excellent leadership skills demonstrated through effective team management and a commitment to enhancing customer satisfaction. Eager to leverage expertise in operations and sales to drive profitability as an Entry Level Store Manager.

EXPERIENCE

Sales Associate

Jan 2022 - Present

Fashion Retail Co., Atlanta, GA

- Increased monthly sales by 20% through effective upselling techniques and product knowledge.
- Trained and mentored 5 new team members, improving onboarding efficiency by 30%.
- Implemented a customer feedback system that improved satisfaction ratings by 15%.

Customer Service Representative

Jun 2019 - Dec 2021

Electronics Store LLC, Atlanta, GA

- Resolved customer issues, leading to a 95% satisfaction score in post-interaction surveys.
- Collaborated with team to streamline inventory processes, reducing stock discrepancies by 25%.
- Assisted in organizing promotional events that increased foot traffic by 40%.

Intern

Jan 2018 - May 2019

Local Grocery Market, Atlanta, GA

- Supported store manager in daily operations, contributing to a 10% reduction in operational costs.
- Conducted market research that informed product placement strategies, boosting sales by 15%.
- Facilitated monthly inventory audits, ensuring compliance and accuracy in stock levels.

EDUCATION

Bachelor of Science in Business Administration

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Inventory Management, Sales Forecasting, Customer Relationship Management (CRM), Data Analysis

Tools & Frameworks: POS Systems, Microsoft Excel, Tableau, Google Analytics