

Aisha Khan

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SUMMARY

Dynamic and customer-focused Retail Sales Associate with over 5 years of experience in fast-paced retail environments. Proven track record of exceeding sales targets and delivering exceptional customer service.

EXPERIENCE

Retail Sales Associate

Jan 2022 - Present

Fashion Hub, Los Angeles, CA

- Increased monthly sales by 25% through effective upselling and cross-selling techniques.
- Achieved 'Employee of the Month' twice for outstanding customer service and sales performance.
- Managed inventory and restocked shelves, reducing stock discrepancies by 15%.

Sales Associate

Jun 2018 - Dec 2021

Gadgets Galore, Los Angeles, CA

- Achieved a personal sales record of \$120,000 in a single quarter.
- Trained new employees on customer service protocols and point-of-sale systems, improving team efficiency.
- Utilized CRM software to track customer interactions, enhancing follow-up success rates by 20%.

Cashier / Sales Associate

May 2016 - May 2018

Everyday Essentials, Los Angeles, CA

- Handled cash and credit transactions efficiently, maintaining a 99% accuracy rate in cash handling.
- Implemented a new customer feedback system, leading to a 30% increase in positive reviews over 6 months.
- Collaborated with management to create promotional displays, resulting in a 15% increase in foot traffic.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Point of Sale (POS) Systems, Inventory Management

Tools & Frameworks: Microsoft Office Suite, Salesforce, Shopify