

**Jakylen  
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## **SUMMARY**

**Multi-talented Sales Assistant adept at handling any store department. Talent for inventory management and documentation. ambitious in advancing personal expertise and company sales performance. customer-focused Retail Associate with solid understanding of retail dynamics and customer service standards**

**Experienced providing quality product recommendations and solutions to meet customer needs and exceed expectations. committed to executing sales. service**

- sales. Reliable Sales Associate with strengths in inventory management, training and customer service. Friendly. Knowledgeable and hard-working team player. Proven success in satisfying sales objectives and securing repeat patronage. Proven skills in promoting products and boosting revenue by connecting with customers and effectively communicate sales recommendations. well-organized. reliable and experienced in setting up displays, restocking shelves and supporting in-store unparalleled support. Hardworking Sales Associate committed to driving high sales in both slow and busy shifts. Organized and patient individual polished in handling customer complaints and replenishing stock. Flexible and outgoing customer service representative. team members and supervisors. Engaging Sales Associate committed to providing outstanding customer service and maximizing sales**

**Focused on team support and customer relationship building. Persuasive and friendly individual poised to consistently exceed performance standards and sales targets. Energetic Sales Associate dedicated to driving customer satisfaction and increasing sales. positive and respectful contributor talented in merchandising, facing and organizing products to maintain department standards**

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**high ratings on customer feedback surveys. Performance-driven**  
**Associate with**  
**Stellar record of accomplishment in connecting with customers**  
**and driving**  
**remarkable sales. Proactive, well-organized sales leader**  
**successful at meeting and exceeding targets with strategic**  
**approaches. Skilled lead generator, product**  
**demonstrator and problem-solver. Organized and motivated**  
**employee eager to**  
**apply time management and organizational skills in various**  
**environments**  
**Seeking entry-level opportunities to expand skills while**  
**facilitating company growth. Dependable team member trained**  
**in register operations and customer**  
**service. contributes to smooth front-end operations and goes**  
**beyond**  
**reatments to handle customer needs Reliable team-oriented**  
**and efficiently**  
**completes assignments. Attentive driver with strong knowledge**  
**of local routes and traffic patterns. Monitors road conditions and**  
**construction areas to**  
**maintain safe customer experience**

**SKILLS:**

**Multi-Line Phone Systems**  
**Fluent in English**  
**Hospitality Services**  
**Cash Transactions**  
**Problem-Solving**  
**Decision Making**  
**Issue escalation**  
**Two-Way Radio Operation**  
**customer Service**  
**Payment Collection**  
**Inquiry Response**  
**Payment Processing**  
**• Phone and Email Etiquette**  
**Computer Skills**  
**Invoicing and Billing**  
**Guest Registration**  
**Teamwork and Collaboration**  
**Racine Food Service**  
**Records Management**  
**Lobby Maintenance**  
**Cash Handling**  
**Upselling Techniques**  
**Verbal and Written**  
**Communication**  
**Time Management**  
**Brand Promotions**  
**Product Recommendations**  
**Cash Handling Accuracy**  
**Inventory Control Procedures**  
**Merchandising Knowledge**  
**Customer Service**  
**Loss Prevention**

**Retail Loss Prevention**  
**Stockroom Upkeep**  
• **EDIT RESUME**  
• **Store Opening and Closing**  
**Merchandising**  
**Order Processing**  
**Stocking and Receiving**  
**Display Setup**  
**POS System Operation**  
**Relationship Selling**  
• **Policy and Procedure Adherence**  
**Flexible Schedule**  
**Dispute Mediation**  
**Client Account Management**  
**Market Research and Analysis**  
**Verbal/Written Communication**  
**Money Transfer Systems**  
**Money Handling**  
**B2B Sales and Customer Service**  
**Negotiation Tactics**  
**Outgoing Personality**  
**Customer- and Service-Oriented**  
**Retail Store Operations**  
**Written and Oral Communication Skills**  
**Sales Expertise**  
**Friendly and Outgoing**  
**Team Player Mentality**  
**Sales Development**  
• **Excellent Communication**  
**Reading Comprehension Skills**  
**Product Sales**  
**Business Development**  
**Listening Skills**  
**Energetic Self-Starter**

## **EXPERIENCE**

**Sales Associate**

**Dallas, TX**

**Conn's Home Plus/ Sep 2022 to Nov 2022**

• **Sold various products by explaining unique features and educating**

**customers on proper application or usage.**

**Engaged customers in friendly, professional dialogue to determine needs**

**Arranged new merchandise with signage and appealing display to**

**encourage customer sales and move overstock items**

**Built and maintained relationships with peers and upper drive team success**

**Maintained knowledge of current promotions, exchange**

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Payment policies and security practices  
Helped customers find specific products. answered questions and offered product advice.  
Used technology resources to assist customers in locating and selecting items

Engaged customers in friendly, professional dialogue to determine  
Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.  
Hired and managed retail assistants and under management to drive team success.  
Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.  
Helped customers find specific products. answered questions and offered product advice.  
Used technology resources to assist customers in locating and selecting  
Developed trusting relationships with customers by making personal connections.  
Assisted teammates with sales-processing tasks to meet daily sales  
Increased purchase amounts by cross-selling with similar products  
Answered product questions with up-to-date knowledge of sales and  
Tracked company inventories, moved excess stock and arranged products to improve sales  
Trained new team members in cash register operation, stock procedures and customer service  
Answered incoming telephone calls to provide store, products and services information  
Worked with fellow sales team members to achieve group targets.  
Completed daily recovery tasks to keep areas clean and neat for maximum productivity.  
Collected payments and provided accurate change  
Adhered to company initiatives and achieved established goals  
Obtained signatures for financial documents and internal and external  
Assessed customer needs to provide assistance and information on  
Received and displayed product shipments on store retail shelves upon delivery.  
Reviewed files, recordings and other documents to obtain

connections.

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Reviewed files, recordings and other documents to obtain information

to respond to requests

**Front Desk Associate**

**Dallas, TX**

**Planet Fitness Gym/ Jan 2022 to Sep 2022**

Managed guest check-in and check-out procedures, reservations and

Answered phones to respond to customer inquiries and transferred calls

to andDrop are swan members

Delivered friendly and knowledgeable support to current and prospective customers

Facilitated successful front desk operations for high-volume hotel.

Maintained important files, running reports and discovering uncategorized

Wrote and maintained incident reports, daily activity logs and other

documents as requested by management.

Conducted transactions, confirming patient information and processing

according to standard protocol.

Made guest and group reservations, processing check-ins and check-

Responded to customer complaints, collaboratively troubleshooting to

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## **Line Cook**

**Columbus, MS**

**Sonic Drive-In / Dec: 2020 to Apr 2021**

- Restocked food items throughout shift to prepare necessary ingredients for cooking and timely service.

Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports

Maintained hygienic kitchen with regular mopping, disinfecting WorkScape and washing utensils and glassware

Followed proper food handling methods and maintained correct food

temperature for high scores on health inspections

Cooked multiple orders simultaneously

Retained consistent quality and high accuracy when preparing identical dishes every day.

Carried pans and trays of food to and from work stations, stove and refrigerator.

- Cleaned cooking and refrigeration equipment to sanitize and prevent food-borne illness

Followed proper food handling methods and maintained correct temperature of food products

Grilled and deep fried various foods from meats to potatoes.

Assisted in preparation of menu items ranging from burgers to sandwiches.

Set up workstations with needed ingredients, utensils and cooking equipment

Prepared dishes in fast-paced environment working with teammates to

maintain high customer satisfaction rate

- Washed and peeled ingredients to prepare for different meals

## **EDUCATION AND TRAINING**

**High School Diploma**

**Columbus High School Graduation Year: May 2020**

**Columbus, MS**