



# MAHOGANI SELENA ARREDONDO

Buford, GA 30519, 412-758-0680, arredondomahogani@gmail.com

## PROFESSIONAL SUMMARY

As a first-generation college graduate, I have obtained my Bachelor of Science in Fashion Merchandising with a minor in Marketing. My background in visual merchandising, customer engagement, and management qualifies me for the position. My ambition is what sets me apart from other applicants. I am reliable, determined, and most importantly teachable. I believe my work ethic and personality makes me a great asset to the company.

## SKILLS

- Leadership Experience
- Conflict Resolution
- Computer Proficiency
- Public Speaking
- Administration
- Floor Planning
- Visual Merchandising
- Critical Thinking
- Auditing

## Experience

Customer Specialist

StoneBasyx | Atlanta, Georgia

May 2023- Present

- Support Sales operations by maintaining files and forms; Obtaining and forwarding information
- Complete sales projects by gathering necessary information; Coordinating schedules for deliveries/pickups
- Develop client experience strategies to provide best experience while touring showroom; Provide Homeowners with all necessary information to ensure satisfaction.
- Conduct regular inventory audits to identify discrepancies in material; Update floor plan to efficiently store material

Lead Guide

Bonobos | Pittsburgh, Pennsylvania

March 2022- November 2023

- Provide leadership to Guides by daily coaching and delivering exceptional customer service experiences and examples.
- Create an exceptional enhanced shopping experience by engaging the customers.
- Develop client experience strategies and plans in-store initiatives to drive product engagement, customer experience, brand loyalty, conversion and sales.

Intern

June 2020 - August 2020

Dollar Bank | Pittsburgh, Pennsylvania

- Learned the daily operation of the branch by shadowing senior team.
- Created and presented research project for mobile app literacy tool.
- Assisted customers with transactions and minor changes in high volume setting.
- Obtained experience in a professional work setting

Visual Sales Associate      January 2020 - April 2020 Nautica | Aurora, Ohio

- Engage and connect with customers to create a personalized shopping experience
- Share product knowledge with customers to maximize sales
- Show understanding of customer's personal style when offering fashion advice
- Handle all floor visuals by referencing curated floor plans to maximize customer engagement and sales.

Product Specialist

June 2019 - August 2021

Joann Fabrics | Monroeville, Pennsylvania

- Stocked shelves accurately according to planogram while maintaining a high level of productivity and close attention to detail.
- Processed customer transactions at the cutting counter and cash register in an efficient and friendly manner with professionalism and precision.
- Lead classes for children/ beginners that were interested in learning a new craft.

## EDUCATION

Bachelor of Science (B.S.) - Fashion Merchandising

December 2021

Kent State University, Kent, Ohio