

Katie Wraspir

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Summary

Results-oriented Sales Associate and Keyholder versed in handling wide range of tasks in challenging, fast-paced environments. Over four years of experience increasing sales, growing customer loyalty and training staff.

Skills

- Handling complaints and inquiries
- Reporting and performance analysis
- Sales leadership
- Team building and motivation
- Flexible work schedule
- Retail operations

Experience

Key Carrier

Marshall's – Monticello, MN

07/2020-Current

- Trained team members in successful strategies to meet operational and sales targets.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Rotated stock according to dates and protocols
- Received and counted money
- Completed store opening and closing procedures
- Loaded and unloaded merchandise from trucks to organize warehouse and backroom spaces

Receptionist

RiverStone Insurance - Buffalo, MN

02/2019 – 04/2020

- Answered telephone calls to field inquiries from clients and various other callers seeking information
- Kept reception area clean and neat to give visitors positive first impression.
- Provided clerical support to four company employees by copying, faxing and filing documents.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers
- Answered incoming calls on high-volume, multi-line phone switchboard and pleasantly transferred callers to appropriate personnel.
- Greeted incoming visitors and customer professionally and provided friendly, knowledgeable assistance.

Education

Generals: Dental

St. Cloud Technical and Community College – St. Cloud, MN