

Retail Sales Associate

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Summary

Retail sales associate with three years on a high-traffic sales floor, consistently ranking in the top three of a 20-person team on sales per hour while leading the store in loyalty enrollments and add-on attachment.

Experience

Retail Sales Associate, Crestview Apparel Outfitters

2022 – Present

City, ST

- Averaged \$185 in sales per hour, ranking third among 20 associates over the most recent two quarters.
- Lifted units per transaction from 1.8 to 2.6 by suggesting complementary items at the fitting room.
- Enrolled customers in the loyalty program at a 34% rate, the highest on the team and double the store average.
- Converted 22% of credit-card offers into approved signups, exceeding the monthly goal in nine of ten months.
- Processed 90 to 130 POS transactions per shift with cash drawers balanced to the penny every close.
- Handled returns and exchanges within policy while keeping a personal post-purchase satisfaction score of 4.8 of 5.
- Reset two seasonal floor displays per month that lifted featured-category sell-through by 16%.

Sales Floor Associate, Maple Street Electronics

2020 – 2022

City, ST

- Sold accessories and protection plans at a 41% attachment rate on device purchases, beating the 30% target.
- Greeted and qualified 60-plus shoppers per shift, converting browsers to buyers at an 18% close rate.
- Maintained 99.5% inventory-count accuracy during weekly cycle counts on a 1,200-SKU department.
- Trained four seasonal hires on the POS and the consultative greeting during the holiday rush.
- Recovered and restocked the department each close, keeping the floor audit score above 95%.
- Earned employee-of-the-month twice for the highest combined sales and customer-survey scores.

Education

High School Diploma

2016 – 2020

Riverside High School — City, ST

Skills

Sales per hour · Units per transaction · Conversion rate · Loyalty and credit enrollment · Point-of-sale operation · Cash handling · Product knowledge · Visual merchandising · Inventory and cycle counts · Add-on and attachment selling · Loss prevention awareness · Customer satisfaction