

 (312) 456-7890

 emily.nguyen@gmail.com

 Chicago, IL

## EDUCATION

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### Associate Degree in Business Administration

City Colleges of Chicago, Graduated: December 2018

### Certifications

- **Customer Service Excellence Certification** | Customer Service Institute — Issued: November 2020
- **Retail Sales Associate Certification** | National Retail Federation — Issued: February 2019

### Workshops

- **Customer Engagement Strategies Workshop** | Chicago Retail Institute — March 2022
- **Visual Merchandising Fundamentals** | Chicago Fashion Workshop — August 2021
- **Retail Marketing Essentials** | National Retail Federation — February 2020

## SKILLS

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- Strong Communication Skills
- Child-Focused Product Knowledge
- Inventory Management
- Promotional Event Coordination
- Team Leadership & Training
- POS & Register Operations
- Visual Merchandising

## LANGUAGES

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- Spanish (Conversational)

## HOBBIES

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- Fashion Styling & Design
- Photography
- Traveling

# EMILY NGUYEN

## SALES ASSOCIATE

## PROFESSIONAL SUMMARY

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Compassionate and customer-focused sales associate with experience specializing in children's clothing retail. Expert at helping parents select age-appropriate apparel while ensuring a welcoming and engaging shopping experience. Adept at managing store operations, driving promotions, and fostering long-term customer relationships.

## EXPERIENCE

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- June 2021 - Now

### Sales Associate

**Carter's** / Chicago, IL

- Ensure accurate inventory management by conducting regular stock checks and maintaining a well-organized sales floor.
- Coordinate seasonal promotions, driving a 12% increase in store traffic and boosting sales during peak shopping times.
- Assist with visual merchandising, ensuring store displays align with seasonal themes and promotions.
- Participate in monthly team meetings, sharing insights on customer preferences and sales trends.

- January 2019 - May 2021

### Retail Assistant

**The Children's Place** / Chicago, IL

- Maintained visually appealing product displays, adhering to company standards and ensuring a positive shopping experience.
- Assisted in managing store inventory, including restocking shelves and organizing product shipments.
- Provided assistance during in-store promotional events, helping increase sales by 10% during high-traffic periods.

## VOLUNTEER EXPERIENCE

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- March 2020 - Now / Chicago Children's Clothing Drive

### Volunteer Event Coordinator

- Plan and coordinate community clothing drives, collecting donations and assisting families in need.
- Work with local businesses to secure product donations, increasing community participation by 15%.