

David Thompson

Retail Customer Service Associate

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 New York, NY

Professional summary

Energetic Retail Customer Service Associate with 9+ years of experience in dynamic retail environments. Adept at assisting customers, handling transactions, and maintaining store presentation to enhance the shopping experience. Skilled in sales techniques, inventory management, and conflict resolution.

Experience

Retail Sales Associate October 2019 - Now

Nordstrom, New York, NY

- Assist an average of 50+ customers daily, providing personalized product recommendations.
- Process transactions efficiently using POS systems, ensuring accurate cash and credit handling.
- Maintain store displays and stock organization, improving visual merchandising.
- Upsell and cross-sell products, contributing to a 20% increase in revenue.
- Resolve customer concerns, ensuring a positive shopping experience.

Customer Service Representative June 2016 - September 2019

Target, Brooklyn, NY

- Managed returns, exchanges, and refunds while adhering to company policies.
- Assisted in inventory management, reducing stock discrepancies by 15%.
- Promoted store loyalty programs, increasing memberships by 30%.
- Provided floor assistance, helping customers find products and make informed purchases.

Education

High School Diploma of Brooklyn Technical High School –
Brooklyn, NY | 2016

Skills

POS systems (Square, Shopify, Clover)

Expert

Sales and upselling techniques

Expert

Customer service and conflict resolution

Expert

Cash handling and transaction processing

Expert

Product knowledge and recommendations

Expert

Inventory tracking and stock management

Expert

Team collaboration and communication

Expert

Visual merchandising and store layout optimization

Expert

Loss prevention strategies

Expert

Time management and multitasking

Expert

Awards



Employee of the Month – Three consecutive months at Nordstrom