




SOPHIA LEE

Retail Customer Service Representative

Retail customer service expert with four years of experience in delivering top-notch service in high-traffic environments. Skilled in sales, returns processing, and team collaboration.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

PROFESSIONAL EXPERIENCE

Retail Customer Service Representative | Trendy Fashions, City, ST | September 2020 to present

- Increased membership enrollments in loyalty programs by 35%, enhancing customer retention rates
- Reduced returns processing time by 25% through streamlined procedures and staff training
- Maintained 98% customer satisfaction scores in a fast-paced retail environment

Retail Associate | Everyday Styles, City, ST | June 2018 – September 2020

- Assisted 200+ customers weekly with product inquiries, purchases, and returns
- Executed seasonal inventory audits, achieving a 98% accuracy rate
- Spearheaded promotional campaigns, driving a 15% sales increase during peak seasons

EDUCATION

Associate Degree in Business Administration

City Community College, City, ST | May 2018

KEY SKILLS

- POS systems and inventory management
- Sales and upselling techniques
- Return and exchange processes
- Customer loyalty programs
- Floor operations