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Ashley Robinson

A seasoned professional with a bachelor's degree in marketing. Experienced in high-traffic retail environments like Kohl's and Walmart, excelling in inventory management, staff supervision, and advanced customer service. Commended for successful strategies resulting in a significant reduction of stock-outs, improved client satisfaction rates, and consistent sales.

PROFESSIONAL EXPERIENCE

Retail Supervisor | July 2022 - Present
Walmart | Scranton, PA

- Managing a team of 15 employees, including setting schedules, supervising performance, and training new recruits
- Oversee inventory management, ensuring a steady supply and restocking of goods, reducing out-of-stock instances by 30% in six months
- Implemented new customer service strategies leading to a 20% improvement in customer satisfaction ratings based on the firm's internal evaluation year over year

Retail Associate | January 2020 - June 2022
Kohl's | Wilkes-Barre, PA

- Provided dedicated customer service, managed escalated complaints, and offered personalized shopping guidance to customers
- Assisted in inventory management, contributing to an improved system that minimized inventory errors by 15% in six months
- Employed excellent sales techniques to meet personal and storewide sales goals consistently

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 City, State Abbreviation Zip Code

EDUCATION

- Bachelor of Arts (B.A.) Marketing
University of Scranton, Scranton, PA

KEY SKILLS

- Customer service
- Inventory management
- Retail software proficiency
- Staff supervision
- Upselling