



# Maria Sanchez

A dynamic and ambitious professional with a bachelor's degree in business administration in finance. Adept at customer service, store maintenance, and handling cash transactions, demonstrating exceptional consumer assistance, inventory management, and basic mathematical skills. Proven track record of providing exceptional service and strategically reducing backstock.

 City, State Abbreviation Zip Code

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

## KEY SKILLS

- Cash handling and transactions
- Communication skills
- Customer service
- Inventory management
- Store maintenance

## PROFESSIONAL EXPERIENCE

**RETAIL ASSOCIATE | JCPENNEY, PHOENIX, AZ**  
JUNE 2023 – PRESENT

- Exceeded customer service goals by quickly and efficiently answering customer inquiries, leading to an increase in positive customer reviews
- Maintained and optimized the sales floor according to corporate visual standards, which boosted overall store appearance ratings
- Managed daily cash and credit transactions while maintaining a 100% accuracy rate

**CUSTOMER SERVICE REPRESENTATIVE | AMAZON, TUCSON, AZ**  
JANUARY 2022 – MAY 2023

- Handled customer issues in a timely manner, resulting in a 15% increase in customer satisfaction during tenure
- Assisted with inventory management, reducing backstock by 30% in 90 days through strategic organization
- Helped customers with purchase transactions and returns, adhering to all company policies

## EDUCATION

- Bachelor of Business Administration in Finance  
University of Arizona, Tucson, AZ | December 2019