

# Grace Patel

## Retail Customer Experience Associate

Customer experience associate with four years of experience designing personalized shopping journeys and resolving escalated issues in high-end retail.

### CONTACT



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LinkedIn



Houston, TX 77002

### EDUCATION

BA in Hospitality Management  
University of Houston, Houston,  
TX | May 2016

### KEY SKILLS

- VIP event coordination
- Issue resolution
- Loyalty program management

### PROFESSIONAL EXPERIENCE

CUSTOMER EXPERIENCE ASSOCIATE | NORDSTROM RACK, HOUSTON, TX  
MAY 2019 – PRESENT

- Created VIP shopping events, increasing VIP purchases by 30%.
- Resolved escalated complaints, improving net promoter score by 15%.

SALES ASSOCIATE | DSW, HOUSTON, TX  
JANUARY 2017 – APRIL 2019

- Assisted customers in style selection, boosting average sale value by 12%.
- Managed loyalty program enrollments, growing membership by 20%.