



MARISOL QUINTERO

Retail sales lead with 6 years on the floor across apparel and home goods. Known for steady upsell conversion, clean visual sets, and training new hires who actually stay past 90 days. Comfortable running register, opening, and closing solo.

CONTACT INFORMATION

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-  Portland, OR

KEY SKILLS

- POS systems (Lightspeed, NCR Counterpoint)
- Visual merchandising and planograms
- Cash handling and end-of-day deposits
- Inventory cycle counts
- Upselling and add-on sales
- Customer escalation handling
- Loss prevention basics
- New-hire training
- Conversational Spanish

PROFESSIONAL EXPERIENCE

February 2021 - Present

Senior Sales Associate, Halcyon Home & Apparel | Portland, OR

- Ranked top 2 of 14 associates on attachment rate for 7 straight quarters, averaging \$43.20 per transaction vs. store goal of \$34.
- Lead onboarding for new hires (cohorts of 3 to 6), shortening ramp from four weeks to about ten days.
- Reset front-of-store displays weekly using planograms from corporate; flagged three SKUs the buyer dropped after weak sell-through.
- Resolved escalated customer complaints when MOD is off the floor, saving an average of 4 to 6 refund requests per week.
- Cover key-holder shifts including cash counts, deposit prep, and alarm set.

June 2019 - February 2021

Sales Associate, Riverbend Outfitters | Beaverton, OR

- Handled fitting room flow on weekends with 150+ guests per shift; kept go-back times under 8 minutes.
- Hit personal sales plan in 22 of 24 months, often above plan during back-to-school.
- Trained on shipment processing and price changes; cross-coverage in stockroom 2 days a week.

EDUCATION

A.A., General Studies

Portland Community College | May 2019

- Loss Prevention Certificate, NRF Foundation RISE Up, 2022