


Nicholas Perez


Retail Associate

Retail associate with 9 years across electronics, sporting goods, and big-box stores. Strong on the sales floor and in the stockroom, with three promotions to keyholder and a track record of training new hires who stick. Comfortable opening, closing, and running a department on a thin Sunday crew.

CONTACT INFORMATION

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EDUCATION

Associate of Applied Science,
Business, Central New Mexico
Community College, 2017

High School Diploma, Sandia High
School, 2015

KEY SKILLS

- Keyholder duties (open, close, deposits, alarm)
- POS systems (NCR, Oracle Xstore, Square)
- Inventory cycle counts and shrink reporting
- Commission sales and attach-rate selling
- Extended warranty and service plan sales
- New-hire training and coaching
- Visual merchandising and resets
- Scheduling support (Kronos, When I Work)
- Cash office and bank deposits
- Customer escalation and refund authority
- Loss prevention coordination

PROFESSIONAL EXPERIENCE

Lead Sales Associate / Keyholder | Tumbleweed Outfitters, Albuquerque, NM 2021 – Present

- Open or close the store 4 days a week, including cash safe, alarm, and bank deposit drops up to \$6,300.
- Hit a 22.4% attach rate on accessories in the camping department, the highest in the 6-store region.
- Coach a rotating crew of 4 to 6 associates through product knowledge sessions every Tuesday before open.
- Cut stockroom search time by relabeling the backstock shelves by SKU range instead of vendor.
- Stepped in as acting assistant manager for a 7-week stretch while the role was open.

Senior Sales Associate | Mesa Electronics Co., Albuquerque, NM 2018 – 2021

- Sold TVs, audio gear, and small appliances on a commission floor, ending most months in the top quartile.
- Closed extended-warranty sales on roughly 1 in 3 qualifying tickets.
- Helped roll out a new POS system across two locations, including weekend training for 19 associates.
- Handled tier-1 tech returns and exchanges, keeping the back counter line under 10 minutes on weekends.
- Wrote a one-page cheat sheet on Roku vs. Fire TV that new hires still use, per the store manager.

Sales Associate | Northridge Sporting Goods, Santa Fe, NM 2016 – 2018

- Worked the footwear and apparel floors during back-to-school and ski seasons.
- Stocked overnight twice a week during the winter resets, averaging 14 pallets a shift with the team.
- Earned employee of the month twice in 2017 for fitting-room conversion numbers.
- Covered register, returns desk, and customer pickup when scheduling ran short.

Seasonal Retail Associate | Pinecrest Holiday Pop-Up, Santa Fe, NM 2015 – 2016

- Worked October through January holiday seasons stocking, ringing up, and gift-wrapping in a 1,200 sq ft pop-up.

- Handled lines of 20+ customers during the week before Christmas without holding up the register.
- Asked back for a second season, which was about half of seasonal hires.