**Karen Brown**  
Day job Limited  
The Big Peg  
120 Vyse Street  
England  
T: 0044 121 638 0026

**PERSONAL SUMMARY**  
  
Karen is an expert at providing exceptional customer service and creating a customer centric environment. She is a goal oriented individual who embraces the challenge of mediocrity and pushes past it. Possessing extensive knowledge of basic retail concepts, visual merchandising and loss prevention techniques has allowed her in the past to achieve all goals that have been set for her. As a true professional she always exhibits a cheerful demeanor toward others, and uses a win-win approach to help remove barriers. Her key strengths lie in the fields of customer satisfaction, sales generation and loss prevention. During her career she has worked in well-known retail stores and has successfully sold equipment, furniture, shoes and clothes. Right now she would like to work for a company that shares her values and commitment to delivering a friendly and enthusiastic customer experience to all shoppers.

**CAREER HISTORY**  
  
SALES ASSOCIATE – January 2010 - present  
Employers name - Coventry  
Responsible for ensuring that each customer receives the best service possible, and for assisting in the execution of all store initiatives that contribute to generating sales.  
  
Duties;

* Responding quickly and resourcefully to customer requests or concerns.
* Using suggestive selling techniques to increase sales.
* Giving information to customers about products.
* Operating the till.
* Up selling and making recommendations to customers.
* Serving multiple customers in a short period of time.
* Carrying out re-merchandising, display, price markdowns duties.
* Accurately completing cash register transactions.
* Receiving store deliveries.
* Representing the store in a professional and positive manner.
* Creating and maintaining long-term relationships with regular customers.
* Assisting in all store administrative tasks.
* Taking care of the customers’ needs while following company procedures.
* Executing marketing and visual merchandising initiatives.