

# First “Nickname” Last

Address, City, State, Zip  
[email@email.com](mailto:email@email.com) 555-555-5555

Customer service veteran that has 10+ years in retail industry. Team leader, self-starter, with a motivation to make every sale while maintaining team goals in store to drive conversion. Expertise in time management, goal completion, and team building. Seeking career change similar to a receptionist or front desk in any industry to exercise my administrative and clerical skills.

## WORK EXPERIENCE:

- **Pet Sitter** at Rover.com | Centreville, VA | 12/2016 – Present

Passion for animals that involved implementing specific plans for individual pet needs, maintained client list and expenses. Provided in home daytime, evening, and overnight pet care that involved administering medicine, grooming, and household duties while maintaining privacy and security.

- **Merchandising and Retail Reset** at Lawrence Merchandising Services | Fairfax, VA | 02/2017 – 07/2017

Store floor set that focused on organizing inventory, meeting goals with each shift, and following the floor set plans while doing product audits.

- **Call Center Agent** at Virginia Tire and Auto | Ashburn, VA | 05/2016 – 10/2016

Multi-tasking while answering and making outgoing calls, using company interfaces to promote automotive services and making online appointments. Use of clerical services and inputting data into spreadsheets.

- **Assistant Manager** | Kirkland’s | Fair Lakes, VA | 08/2015 – 04/2016

Focused on store conversion while following opening and closing procedures, cash handling and transporting, assisted in training of staff. Multiple store roles concerning stock, customer service, and presentation with merchandising the product for most effective sales while promoting a positive work environment

## Additional Experience:

- **Presentation/Sales Floor Team Member** at Target Corporation | Exeter Township, PA | 04/2009 – 04/2015
- **Sales Associate** at Walmart | Temple, PA | 05/2007 – 04/2009
- **Sales Associate/Cashier** at Toys’R’Us | Sinking Spring, PA | 03/2004 – 08/2005

## EDUCATION

- **Certification in Photo Imaging Technician** at Berks Career and Technology Center | Leesport, PA | 06/2005  
Skills Learned: Digital photography, studio photography, Adobe Photoshop, use of DSLR, darkroom processing, graphic design, videography and editing.
- **High School Diploma** at Exeter Township Senior High School | Exeter Township, PA | 06/2005