





KARLA GREEN

Clothing Store Sales Associate

CONTACT

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Los Angeles, CA 
[LinkedIn](#) 

EDUCATION

Diploma
Rooney High School
Los Angeles, CA
2012 - 2016

SKILLS

Sales
Results Oriented
Persistent
Problem Solving
Resilient
Negotiation
Empathetic

WORK EXPERIENCE

Clothing Store Sales Associate

H&M / 2019 - current / Los Angeles, CA

- Exceeded customer purchase rate targets by 11% and average order size targets by 5% by quickly addressing customer needs
- Sold customers on value of H&M credit card and loyalty program, exceeding sign up rates for the program by 5% for full year 2019
- Worked closely with colleagues to monitor inventory and re-stock popular items as needed to ensure customers could easily access clothing in their size
- Maintained a positive, customer-first attitude to exceed satisfaction targets by 10%
- Recognized as employee of the month in August 2019 for exceptional sales performance

Sales Associate

Party City / 2017 - 2019 / Los Angeles

- Through a detailed understanding of product inventory and customer interest managed a 3% return rate, 50% below target estimates
- Promoted the value of the customer loyalty program leading to a 6% beat on expected customer sign-up rate for the program
- Maintained a positive attitude and directed customers to products based on what they were looking for while exceeding sales targets in 6 out of 8 quarters

Server

Looney's Restaurant / 2016 - 2017 / Los Angeles, CA

- Exceeded sales targets by 9% by up-selling appetizers and drinks based on specific tastes and interests of diners
- Provided prompt, accurate, exceptional customer service while simultaneously ensuring that reservations were not delayed
- Maintained extensive knowledge on the menu ranging from the origin of ingredients through cooking methodology to educate diners and answer all of their questions
- Created a welcoming and positive environment to make diners and guests feel at home to create a memorable dining experience