

Estelle Grenada

Clothing Store Sales Associate

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Los Angeles, CA

[LinkedIn](#)

WORK EXPERIENCE

H&M

Clothing Store Sales Associate

Los Angeles, CA | 2019 - current

- **Exceeded customer purchase rates by 11%** and average order size targets by 5% by assessing and meeting customer needs
- Sold customers on the value of H&M credit card and loyalty program, exceeding sign up rates by 5% in 2019
- Collaborated with colleagues to monitor inventory and restock popular items as needed to ensure customers could 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 and overall attitude

Party City

Sales Associate

Los Angeles, CA | 2017 - 2019

- Managed a 3% return rate, 50% below target estimates through an expert understanding of product inventory and customer interest
- Promoted the value of the customer loyalty program leading to a **12% increase in customer sign-up rates**
- Directed customers to new and current products, exceeding sales targets in 6 out of 8 quarters

Looney's Restaurant

Server

Los Angeles, CA | 2016 - 2017

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

SKILLS

- Sales
- Results-driven
- Persistent
- Problem-solving
- Resilient
- Negotiation
- Empathetic

EDUCATION

Diploma

Rooney High School

2012 - 2016

Los Angeles, CA