

KARLA GARCIA

*Junior Brand
Ambassador*

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☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

EDUCATION

High School Diploma

Arthur L. Johnson High School

📅 2014 - 2018

📍 Clark, NJ

SKILLS

- Social Media (Instagram, Twitter, Facebook, TikTok)
- Customer Support
- Relationship Building
- Customer Relations
- Microsoft Office

OBJECTIVE

Adept and competent team player experienced in many aspects of customer service who is skilled at building rapport with people and engaging with a social media following. Excited about the prospect of using these abilities as the new junior brand ambassador for Beauty Barrage.

WORK EXPERIENCE

Retail Sales Associate

Nordstrom

📅 Feb 2019 - current

📍 New York, NY

- Maintained an active knowledge of the product catalogue and store layout to quickly answer customer questions
- Built positive relationships with customers via clear communication, surpassing sales goals in 9 of 12 quarters
- **Converted 1,250 customers to sign up for the Nordstrom loyalty program**, exceeding targets of 800 sign ups
- Rotated and refaced merchandise displays 3 times a week
- Managed customer checkout, handled exchanges, and returns, and resolved 95% of customer issues without management assistance

Host/Server

Red Lobster

📅 June 2017 - Feb 2019

📍 New York, NY

- Promoted from host to server after demonstrating ability to quickly develop rapport with dine-in guests
- **Reduced guest wait time by 7 minutes with prompt attention**, menu knowledge, and meal suggestions
- Ensured guests had an excellent experience at the restaurant, and went above-and-beyond to satisfy requests
- Used the POS system to accurately check out guests

PROJECTS

Animal Shelter Social Media

- Bolstered the Twitter and Instagram following of the local animal shelter by 250%
- Created a regular content schedule of animals up for adoption along with relevant captions to **encourage site visitors to adopt animals, increasing adoption rate by 17%**
- Managed all direct messages and comments on posts in regards to questions about animals up for adoption