

MAXINE RENTON

SALES REPRESENTATIVE

CAREER OBJECTIVE

Customer-focused and effective retail sales associate with relevant experience working directly with the public to ensure their satisfaction. Looking for a position with a KPI-focused organization where I can contribute and grow.

EDUCATION

Bachelor of Arts
Communication
California State University
2015 - 2019
Sacramento, CA
GPA: 3.8

RELEVANT COURSES

Communication Process
Rhetorical Process
Mass Communication
Process
Interpersonal
Communication
Organization
Communication

SKILLS

CRM (Hubspot, Salesforce)
Outbound lead generation
Negotiation
Presentation skills
Results oriented
Time management
Persistent

CONTACT

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WORK EXPERIENCE

Ticket Sales Assistant

Powerhouse Science Center

2018 - 2021 / Sacramento, CA

- Exceeded annual membership targets by 22% by encouraging a compassionate, customer-centered approach
- Quickly triaged and directed customer requests to ensure an optimal experience at the science center
- Upsold tickets to 3D amphitheater by maintaining an up-to-date catalogue of movies playing, beating quarterly expectations by 13% or more
- Maintained a clean and organized ticket station by sanitizing counters, emptying trash, and cleaning glass
- Processed ticket sales at the POS, issued refunds and credits, and sold gift cards
- Promoted VIP membership to customers, converting 18% of guests into VIP members

Tech Assistant

Computer Science Department

2016 - 2018 / Sacramento, CA

- Implemented a triage system, which expedited ticket requests by 30% depending on severity
- Worked with students in the computer lab to diagnose and remedy technical difficulties
- Recognized as the top student employee in May 2018
- Maintained a student satisfaction ratio of 4.4/5, which exceeded targets of 4.2/5

PROJECTS

Charity Organizer

Co-founder and President

May 2017 - April 2019

- Enlisted local business leaders to donate over \$300K to Sacramento Medical Center's NICU and cancer wing
- Recruited over 600 students to encourage donation to support endorsed charities for Sacramento Medical Center