

Jude Denouve

Retail Sales Specialist

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Portland, OR

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WORK EXPERIENCE

Alex and Ani - Retail Sales Associate

December 2019 - current

Portland, OR

- Developed relationships with prospective customers and ***recommended appropriate jewelry, resulting in \$370,000 in new revenue***
- Managed product inventory and gauged customer interest, leading to a 4% return rate, 100% below target estimates
- Prioritized selling jewelry insurance, exceeding sales target for insurance products by 16%
- Recognized as a top 10% salesperson in the most trafficked store in Portland
- Implemented junior sales associate training seminars, resulting in a 33% efficiency increase

Kohls - Retail Sales Associate

September 2018 - December 2019

Portland, OR

- Identified with customer pain points and pointed them in the right direction, leading to a measurable 97% customer approval rating
- Promoted the value of the customer loyalty program, leading to a ***5% increase in the expected customer sign-up rate for the program***
- Managed an expert knowledge of product inventory to answer customer questions and direct them to what they were seeking or to an alternative
- Awarded the top-earning retail sales associate at the location in the first quarter of 2019

Sweeter Ice Cream - Cashier

June 2016 - August 2018

Portland, OR

- Managed checkout process for customers and ensured quick payment processes
- Obtained knowledge of different product offerings and re-stocked inventory from the stockroom to ensure customers had their orders filled
- Worked collaboratively with other teammates to focus on customer satisfaction as revenue grew 10% year over year at this location
- Implemented training procedures and ***designed 2 quick-tip handbooks for new associates***
- Coached new associates in the POS system, resolving any end-of-day balancing issues

EDUCATION

Jefferson High School - Diploma

2013 - 2017

Portland, OR

SKILLS

Persistent; Customer Support; Resilient; Problem-solving; Time Management; Negotiation