SARAH THOMPSON

Retail Worker

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in LinkedIn

WORK EXPERIENCE

Retail Worker

Macy's

📅 2020 - current 📍 New York, NY

- Surpassed all quarterly KPI goals for 2020 by clocking a 57% cross-sell rate
- Executed a sales promotion on Retail Pro, achieving 701 weekly new repeat clients
- Proposed Automated Cash Management that **reduced shrinkage by 97%**
- Won store award in 2020 for exceeding annual sales target by 73%

Retail Sales Associate

Saks Fifth Avenue

📅 2018 - 2020 📍 New York, NY

- Collaborated with a team of 4 on When I Work to identify customer needs, expanding daily purchases by 23%
- Uploaded high-quality photos on Instagram that enhanced daily impressions by 87%
- Boosted brand awareness across social media by 47% through consistently targeted posts
- Maintained an accurate stock inventory on Excel, which **resulted in a customer retention rate of 81%**

Retail Sales Associate

Bloomingdale's

📅 2016 - 2018 📍 New York, NY

- Analyzed fashion trends using Feedly to stock in-demand items, increasing sales by 64%
- **Retained 71% of new customers** by identifying and meeting their needs via Salesforce
- Demonstrated excellent customer service through quick processing of returns and increased customer satisfaction by 97%
- Liased with the marketing team to develop FAQs, which reduced query tickets by 88%

CAREER OBJECTIVE

Retail worker with customer service experience and a track record for exceeding sales targets. Innovative problem solver with deep fashion knowledge that aligns with a workplace like Chanel.

EDUCATION

Associate in Applied Science Fashion Merchandising Management

Fashion Institute of Technology

📅 2014 - 2016

📍 New York, NY

SKILLS

- Square
- Excel
- Feedly
- Retail Pro
- Salesforce
- Automated Cash Management
- When I Work
- Instagram