

CHARLOTTE JACOBS

Sales Associate

✉ c.jacobs@email.com

☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

SKILLS

- Customer Satisfaction
- Customer Retention
- CRM (Salesforce)
- Negotiation
- Problem-solving
- Persistent
- Verbal Communication

WORK EXPERIENCE

Sales Associate

RocketMortgage

📅 April 2017 - current 📍 Brooklyn, NY

- Practiced an empathetic approach and **resolved customer issues, leading to a 27% customer close rate**
- Worked outbound sales initiatives to increase lead generation by 10% quarter over quarter
- Led initiatives for prospective home-buyers to improve brand awareness and increase inbound customer interest, resulting in \$325,000 in incremental revenue
- Worked with potential customers to understand their needs and match them with 38+ potential product offerings
- Built ongoing relationships with customers to ensure their satisfaction throughout their experience with RocketMortgage leading to an annual retention rate 7% above targets
- Recognized as an "all-star" employee (awarded to the top 5% of performers in the company)

Retail Associate II

Reebok

📅 September 2016 - March 2017 📍 Rahway, NJ

- Collaborated with management to prioritize sales of high margin inventory, resulting in a yearly gross margin improvement of 5%
- Managed 3 retail sales associates and maintained performance improvements of 10% quarter over quarter
- **Improved the shopper to customer conversion rate of the store by 6%** by prioritizing customer service of inbound customers

Retail Associate

Reebok

📅 September 2014 - September 2016 📍 Rahway, NJ

- Exceeded retail sales targets in 7 out of 8 quarters
- **Doubled targets for customer loyalty signups by 16%** by promoting program savings benefits
- Fielded customer questions regarding inventory, resulting in a customer satisfaction rating of 99%

EDUCATION

Diploma

Brearly High School

📅 2010 - 2014 📍 Clark, NJ